

Full Digital Service Universal Credit

Guide to changes of circumstances leading to a claim for Universal Credit

General rule:

The trigger for a claim to UC full service will be claimants making a new claim who would previously been eligible to make a new claim for JSA(IB), IS, ESA (IR), Tax Credits and Housing Benefit.

When postcodes expand into a UC full service area, new claims to JSA (IB), ESA (IR), IS, Housing Benefit and Tax Credits are prohibited and claimants who would normally be advised to claim one of these benefits must make an on-line claim to Universal Credit at www.gov.uk/universalcredit. This will also include any existing benefit claimants who experience certain changes in circumstances.

Please note:

If the claimant is already in receipt of any element of Tax Credits and wishes to claim the other, for example: Claimant currently receiving Child Tax Credits (CTC) and then starts work (16+ hours) they can continue to claim Working Tax Credits (WTC), and will NOT move across to UC.

Full Service Go Live Dates for the Torrridge District Council Area:

06 December 2017	Plymouth, Bude & Launceston Jobcentres go live UCFS Postcodes affected: PL16 0; EX22 6; EX23 9; PL15 9
04 July 2018	Bideford Jobcentre go live UCFS Postcodes affected: EX19; EX21; Ex22 7 (Bude); EX22 (Holsworthy); EX38; EX39
26 September 2018	Exeter Jobcentre go live UCFS Postcodes affected: EX20 3; EX20 4; EX21 5
2019 onwards	Remaining HB WA claims will be migrated to UC. (Transition delayed until 2023/24)

Overleaf are some examples of circumstances which will trigger natural 'migration' to universal credit, as provided by the DWP (correct as at November 2017).

Examples of natural migration triggers

Move from out of work to in 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 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

Move from in work to out of work

Current WTC claimants whose hours reduce to less than 16 hours per week are no longer able to make a new claim to JSA(IB) or IS if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.

Move from out of work to sick

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.

Move from sick to out of work

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

Move 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

Move from in work to sick (reduction in 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.

Household becomes responsible for a child for the 1st 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 Credit

Claimants separate

For example where a 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.

IS lone parent child under 5 reaches age 5 or permanently leaves household

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.

HB claimant moves from a UC Live Service LA into a UC 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.

Stopping an existing claim when a claim to Universal Credit-Full Service is made

If a new claim to Universal Credit Full Service is made and there is a current JSA(IB)/ ESA(IR)/ IS/ HB or Tax Credits claim. Universal Credit Full service will contact Benefit Centres/Local Authorities and/or Her Majesties Revenues and Customs to stop the existing claim.

Examples of changes where a new UC claim is not required

There are many examples where changes are not captured within the definition of the general rule. Essentially there is a reverse of the general rule where a change in the customer's circumstances may alter the amount of the award of the legacy benefit or end entitlement altogether however a claim for UC is not required. This is because the gateway conditions to qualify for UC have not been met.

In such cases the change will be applied directly and the legacy benefit(s) will continue or end as appropriate in accordance with current procedures. Examples of such changes include:

- Changes to non-dependant's circumstances;
- Capital exceeding £16k;
- Additional child entering the household where legacy benefits are already in payment;
- Change of employment or other income which only changes the level of the award of a legacy benefit e.g. working an additional 5 hours reducing the level of HB but not moving the claimant between WTC thresholds;
- Rent increases;
- Moves within the local authority area when already claiming Housing Benefit;
- Rent liability ending.

The examples provided in this short guide are not exhaustive. They provide an indication of what should be considered when a customer reports a change to enable relevant signposting to accept a change which needs to be administered via any of the legacy benefits or will mean that a claim for Universal Credit should be made.

[Links to postcode checkers:](#)

Below are a couple of links which can be used in order to ascertain whether Universal Credit Full Service is live in an area

<https://ucpostcode.entitledto.co.uk/ucdate>

<https://universalcreditinfo.net/>