

**MANAGED MIGRATION TO UNIVERSAL CREDIT**

Housing Services Guidance note 9 April 2024

**Q1: Why a guidance note?**

**A:** The DWP have said they will be writing to “working age” people1 still claiming “legacy benefits”, those in receipt of ESA income-base and ESA with Housing Benefit in 2024 to tell them they must claim Universal Credit (UC) if they still need to claim benefits. They call this managed migration.

**Q2: When will managed migration start?**

**A:** The DWP have said they will start writing to claimants from 9 April (they have already contacted people receiving tax credits). Those in receipt of ESA will be contacted from September 2024.

**Q3: Who will be affected?**

**A:** The DWP have shared a timetable about when they expect to write to different claimant groups. The next groups written to will be:

* Claimants on housing benefit but no other legacy benefits
* Income Support claimants
* After these two groups, residents on other legacy benefits will be written to (expected to be from July but could be sooner or later)
* ESA Income based and ESA with Housing Benefit.

**Q4: Which legacy benefits is UC replacing?**

**A:** UC is replacing the following six benefits:

* Child Tax Credit (CTC)
* HB
* Income Support (IS)
* Jobseeker’s Allowance (JSA) income based
* Employment and Support Allowance (ESA) income related (IR)
* Working Tax Credit (WTC)

**Q5: What will the DWP letters say?**

**A:** The DWP letter is called a Migration Notice. It will:

* tell the claimant their legacy benefit will be ending
* invite them to claim UC instead
* give them a deadline of 3 months to make the claim
* signpost to [Universal Credit if you receive a Migration Notice letter - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/tax-credits-and-some-benefits-are-ending-move-to-universal-credit) to make a claim on-line
* provide a free help-line number 0800 169 0328 for people who can’t claim on-line or who need other help
* signpost to a Citizens Advice help line at 0800 144 8444 and to [Contact us about a Universal Credit application - Citizens Advice](https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/)

**Q6: Will the DWP tell the Council who they are writing to or when they will get their letters?**

**A:** No.

**Q7: What happens if claimants can’t apply for UC by the deadline?**

**A:**

* Claimants can ask to have their deadline extended by contacting the UC help-line. This should be done *before* the deadline and they will need a good reason.

**Q8: What happens if claimants don’t apply for UC by the deadline?**

**A:**

* Unless an extension has been agreed, their legacy benefit will end and the DWP will write to the Council’s benefits team asking them to end the tenant’s HB.

**Q9: Is the Council planning to contact tenants on HB about these changes?**

**A:** The DWP have asked Councils not to contact claimants before they write to them. The Communications and Benefits Teams are considering whether the Council can organise some general messages. In the meanwhile our website has a link to Citizens Advice guidance [Universal Credit - Camden Council](https://www.camden.gov.uk/universal-credit?p_l_back_url=https%3A%2F%2Fwww.camden.gov.uk%2Fsearch%3Fp_p_id%3Dcom_liferay_portal_search_web_portlet_SearchPortlet%26p_p_lifecycle%3D0%26p_p_state%3Dmaximized%26p_p_mode%3Dview%26_com_liferay_portal_search_web_portlet_SearchPortlet_redirect%3Dhttps%253A%252F%252Fwww.camden.gov.uk%252Fsearch%253Fp_p_id%253Dcom_liferay_portal_search_web_portlet_SearchPortlet%2526p_p_lifecycle%253D0%2526p_p_mode%253Dview%2526p_p_state%253Dnormal%26_com_liferay_portal_search_web_portlet_SearchPortlet_mvcPath%3D%252Fsearch.jsp%26_com_liferay_portal_search_web_portlet_SearchPortlet_keywords%3DUniversal%2BCredit%26_com_liferay_portal_search_web_portlet_SearchPortlet_entryClassName%3Dcom.liferay.portal.kernel.model.Layout)

**Q10: How can we help if tenants contact us after they get their letter?**

**A:**

* signpost them to the Move to UC helpline (0800 169 0328) or the

[www.gov.uk](http://www.gov.uk/) address above

* Or they can contact the Citizens Advice ‘help to claim’ service
* Consider a referral to the Welfare Rights Team (if in doubt speak to the duty advisor).
* Remind them to apply before their deadline and to contact the helpline if they need to ask for an extension
* If they have disabled children and /or ae signed off work and receiving ESA remind them to include this information in their application

**Q11: What about direct payments?**

**A:** Managed payments (also known as alternative payment arrangements) won’t be set up automatically after tenants move to UC even if they were on direct payments for arrears and amenity charges when they were on HB. Check that the tenant knows they will need to pay themselves after their HB ends or that an application will be needed.

**Q12: What advice can we give tenants on HB who contact us before they get their Migration Notice?**

* Don’t advise them to claim UC. Explain that the DWP will write to them when it is time for them to claim UC through managed migration.
* If their HB or benefits have reduced or stopped they should seek benefits advice
* They can check here for more information [Universal Credit: What Universal Credit is - GOV.UK (www.gov.uk)](https://www.gov.uk/universal-credit)

**Q13: Is there any other action to take?**

**A:** Make contact with tenants quickly if their HB ceases especially if they have a history of arrears, or are vulnerable. If HB ceases it may be because someone has entered work but if it ended because someone hasn’t responded to a request for information from the benefits service or progressed a Migration Notice delay can mean benefit is lost. If the issue can’t be resolved by contacting the Council’s benefits (HB) team consider a referral for benefits advice.

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