

Universal Credit Partner FAQ

These frequently asked questions (FAQs) can be used to support any conversations you are having with customers, if a question/answer is not on this list please email universalcredit@23red.com and we will try our best to answer it quickly.

1. What is “Move to UC”?

Move to UC/Universal Credit is the approach for moving households on legacy benefits over to Universal Credit. The legacy benefits affected are:

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker’s Allowance, and
- Income-related Employment and Support Allowance

2. What do affected individuals need to do?

Legacy benefit customers will be notified that they need to make a claim to Universal Credit by a specified date, should they wish to continue to receive financial support. This letter – called a Migration Notice – also provides details of the support available. Individuals claiming tax credits and of State Pension Age will be sent either a letter to apply for Universal Credit or Pension Credit, depending on their circumstances.

Individuals do not need to take any action until they receive this letter.

3. When is this all happening?

Over the course of the 23/24 financial year, DWP wrote to those claiming Working Tax Credit and/or Child Tax Credit to ask them to claim Universal Credit. From April 2024, they have been writing to broader groups of legacy benefit customers asking them to claim Universal Credit.

As an indicative timeline, the Department plans to send Migration Notices firstly to Income Support customers and those claiming tax credits with Housing Benefit from April, Housing Benefit only customers from June, Employment Support Allowance with Child Tax Credits from July, and Jobseekers Allowance in September. Households may be in receipt of a combination of benefits, for example an Income Support recipient could also be claiming Housing Benefit and/or Child Tax Credits.

4. Where can we tell people to go to for more help and support?

A range of support is available to help people successfully make their claim, including:

- The Move to UC website – gov.uk/ucmove
- A dedicated Move to Universal Credit telephone helpline
- Comprehensive guidance on 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 Universal Credit or move from legacy benefits.

We would encourage partners to highlight these additional forms of support as part of ongoing conversations and activity with customers.

5. Is anyone exempt from moving to Universal Credit?

Parliament has legislated to introduce Universal Credit (UC) and end legacy benefits, including tax credits. DWP will choose when to migrate those on legacy to UC and where customers receive a Migration Notice letter they will need to claim by their deadline date to continue receiving financial support.

DWP can extend the time available to claim, by extending deadline dates or where needed cancelling migration notices, but this is at agents' discretion and will depend on the customer's circumstances.

Where there are customers with no entitlement on UC, DWP and HMRC will choose whether to migrate and how best to communicate with them that their legacy benefits are ending.

6. What are the processes for those with additional support needs?

We are aware different customers require different support needs and there are those who require more support to claim than others, that's why a range of support is in place to help people make the transition.

In addition to the support set out in question 4 above, a suite of additional products will be developed as part of the campaign and included in the toolkit and on the Move to UC website. Partners can download these from the website at the following [link](#) and we would encourage you to use and share them as part of your interactions with customers.

Products include explainer content, step by step guides on the application process and wider accessible formats such as BSL videos, Easy Read guidance and Welsh versions where appropriate.

We encourage partners to highlight these additional forms of support as part of ongoing conversations and activity with customers.

7. Will people only be contacted by letter, or digitally as well?

Everyone who is required to move will receive a Migration Notice letter in the post, informing them that they need to make a claim for Universal Credit before a deadline date.

8. What happens if someone misses their claim deadline?

Customers must claim Universal Credit by their deadline date in order to continue receiving financial support. All customers are given 3 months in which to make their claim, with a number of reminders sent during this period if a claim is yet to be made.

Extensions are available if someone needs more time, and a range of support is available where needed to help customers make their claim. Please contact the helpline if this is needed.

9. Will customers be worse off when they move to Universal Credit?

For those eligible households moving to Universal Credit through the managed migration process, transitional protection will be assessed and applied where appropriate. The aim of this additional payment is to maintain benefit entitlement at the point of transition so that households can adjust to the new benefit system. Transitional protection is not permanent. It can decrease if your Universal Credit entitlement increases, your UC claim ends or your circumstances change.

10. What are the benefits of moving to Universal Credit?

Universal Credit has streamlined and simplified the benefits system to better support those in work on low incomes, as well as those who are unemployed or who cannot work. It is a modern, flexible, personalised benefit, providing support in times of need and making work pay.

In the publication 'Completing the Move to UC' published April 2022, DWP estimated more than half of (legacy) customers would be better off on UC and those notified to move through a Migration Notice will be assessed for, and where eligible awarded, transitional protection.

11. When will the national advertising start?

The latest Move to Universal Credit campaign launched on March 18th 2024 and will run over the course of 2024 to support the phased migration roll-out.

12. What's the aim of the marketing campaign?

The marketing campaign aims to prompt customers to apply for Universal Credit after they receive their migration notice letter to continue receiving financial support. It will also signpost to further information about Universal Credit and the wide range of support available to help them prepare for their move.

We understand that this may be a time of uncertainty for customers. Communications will aim to explain what is happening in an accessible and compassionate way to help reassure those who may be worried about the change.

13. Where will the advertising appear?

There will be a wide range of activity, including social media, wider digital, print and out of home advertising. There will also be radio and press advertising. This rich mix of broadcast and targeted channels will ensure a wide reach to DWP customers.

Partner engagement and friends and family will also play a key role in raising awareness of the move to Universal Credit, as outlined in the presentation. The advertising will encourage DWP customers to look out for their letter from DWP and also signpost to further support available. We will include messages on key DWP corporate channels. As not all DWP customers follow these channels, we need partners to help spread the message about Universal Credit through their networks to support people to have a safe and smooth transition.

The main call to action for the advertising will be to visit the dedicated campaign microsite – gov.uk/ucmove – which will house more detailed information and support to help prepare customers for their move.

14. What are the key points in the letter/migration notice for customers?

The letter will state:

- A deadline for applying for Universal Credit – this will be three months from when the letter was sent
- A headline to let customers know the letter is a ‘Universal Credit Migration Notice’
- That the benefits customers currently claim will be replaced by Universal Credit
- A link to the website customers need to use to make their Universal Credit claim
- A helpline number for support

15. Is there any geographical order to how the letters/migration notices will be sent?

No, migration notices are sent on a national rather than local level.

16. What is the size of the audience for each letter drop?

As migration will happen in phases, and planning for these is ongoing, we are unable to share how many letters will be sent for each group of customers. Publicly available information on the number of customers in receipt of ‘legacy benefits’ can be found here for DWP benefits [DWP benefits statistics – GOV.UK \(www.gov.uk\)](http://www.gov.uk) and for HMRC benefits [Child and Working Tax Credits Statistics: Provisional Awards – December 2023 – GOV.UK \(www.gov.uk\)](http://www.gov.uk)



17. What details and timings do you have around notifying households on Employment and Support Allowance only, or Employment and Support Allowance with Housing Benefit?

Following the recent announcement, the department is currently working through the detailed planning. We anticipate that we will start to notify households in autumn 2024, and send all migration notices by December 2025.