



Adult Care Services | Money Advice Unit

Financial Information

Factsheet

Promoting independence, wellbeing and health

Universal credit – managed migration

This factsheet was produced in February 2024. The latest version is on the website.

Money Advice Unit | 0300 123 4040 | www.hertfordshire.gov.uk/benefits



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Introduction

This factsheet tells you about Managed Migration from legacy benefits to universal credit. Legacy benefits are child tax credit, working tax credit, housing benefit for working age people, income-related employment and support allowance (ESA), income-based jobseekers allowance (JSA) and income support.

In Hertfordshire, this process is due to start in February 2024 - the first claimants contacted will be people claiming tax credits only.

For further information about universal credit please see our [Money Advice Unit factsheets](#)



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Migration Notices

People getting legacy benefits are having their claims transferred to universal credit. This is called managed migration.


The Department for Work and Pensions (DWP) have started to send out notices to people getting tax credits, either just tax credits, or tax credits with other benefits to move onto universal credit. Over the next few years, everyone on income support, income-related ESA, income-based JSA, and housing benefit will be receiving this notice. People who get ESA and don't get any other benefits will probably be the last to be moved over.

Look out for a letter called a 'universal credit migration notice' from the DWP. Tax credit claimants will receive this letter from the DWP with a HMRC logo. This notice letter is important as it will tell you that your existing benefits are stopping, and you need to make a claim for universal credit. It will also tell you what you need to do and by when.

You might get a leaflet telling you to get ready for universal credit – if the letter you get doesn't have a deadline on it, it isn't your migration notice. Wait until you get a proper migration notice.

I've received a universal credit migration notice letter, what do I do?

Make sure you read what is in the letter. If it's telling you to claim universal credit, this will not be done automatically, so it's important to follow the instructions in the letter, otherwise your benefits will stop by the deadline in your letter.



If you claim tax credits and recently renewed your claim, you still need to claim universal credit after you get a notice letter.

Do I have to move to universal credit?

You don't have to claim universal credit if you don't want to, but once you get your migration notice your other old benefits will stop. If you rely on the income from your benefits to manage your household budget, you probably will want to claim universal credit so you can keep getting support. Moving to universal credit will not affect your eligibility to cost of living payments.

Change of circumstances

If you report a change of circumstances, you might be told to claim universal credit and your old benefits will end. You don't have to claim universal credit but if you rely on the income from your benefits to manage your household budget, you probably will want to claim universal credit so you can keep getting support.


What is universal credit?

Universal credit is a modern benefits system replacing six legacy benefits into a single monthly payment. It's means-tested and for people of working age who are on a low income, whether they're working or out of work. It can cover amounts for you, and your partner if you live as a couple, for your rent if you pay rent, for any children in the household, for childcare, for caring responsibilities, and for disability.

Money is deducted off your universal credit for earnings for other kinds of income. It's also deducted for any savings over £6000.

For further information about universal credit please see [our factsheets](#).

When is the deadline?



Your migration notice letter will specify a date by which a universal credit claim must be made. The usual deadline is three months from the date you received your migration letter.

If you cannot make your claim for universal credit by the date in the letter, you can ask the DWP for an extension. You can call the universal credit migration notice helpline on 0800 169 0328. You can only get an extension before your deadline.

If you miss your deadline, you can still get transitional protection if you claim universal credit within a month after the deadline. The end of that month is known as the 'final deadline'.

If you make a claim after the final deadline, you can still claim universal credit, but you won't be eligible for transitional protection.

Why is it important to claim universal credit by the deadline?

If you don't claim universal credit by the deadline:

- Your legacy benefits will end on the day before your deadline.
- You could lose out getting a top up amount transitional protection on your universal credit (see next section for more information).
- You could be left with no financial support for 5-6 weeks after the deadline (usual wait time for first universal credit payment).

If you claim before the deadline on your migration notice, some of the usual universal credit eligibility rules will not apply to you. These are:

- Tax credit claimants who migrate to universal credit under managed migration will have any money, savings, or investments over £16,000 disregarded for twelve months from the date of their universal credit claim. Any money, savings, or investments between £6,000 and £16,000 will still be treated as if it gives you a monthly income. Read more in our universal credit capital/savings guide.
- Claimants who are in full-time advanced education (such as university) will be able to claim universal credit for the duration of their course.



Transitional Protection

Some claimants will be entitled to less money on universal credit than they will normally get from their legacy benefits. If this is the case, there'll be transitional protection for people moving over to universal credit, so they are not financially worse off. This protection is only available to people who have received a migration notice and claim by the deadline date on their letter or people who have severe disability premium in their legacy benefits.

Transitional protection may reduce or stop over time when you have a change of circumstances. You can read more about when a universal credit transitional protection can end.

When should I claim universal credit?

This depends on your circumstances. For example, for some claimants it may be better claiming as soon as possible or just before the deadline.

You should get benefits advice before you start your claim.

An organisation like Citizens Advice Help to Claim will be able to work out the best time for you to claim within your deadline considering things like:

- 5-week wait for the first universal credit payment
- avoid making your universal credit claim around normal pay day if you get paid monthly as this can sometimes result in two monthly wages being used when the DWP calculates one monthly universal credit award
- paying for childcare
- being self-employed
- having a recent or imminent change in circumstances such as moving home or having a baby.

See the end section of this factsheet for organisations who can help you with this.



How do I claim universal credit?

You can claim universal credit online or you can call the dedicated helpline for people who received migration notices. Remember to speak to a benefits advisor before you start your application.

You can start your application online at www.gov.uk/universal-credit/how-to-claim or call universal credit migration notice helpline on 0800 169 0328 or Relay UK: 18001 then 0800 1 69 0328.

What will happen when I claim universal credit?

Following your initial claim, you'll probably need to go for an appointment at the jobcentre to prove your ID.

Your tax credits will stop as soon as you claim universal credit.

Housing benefit, income support, income-based JSA and income-related ESA will all stop 2 weeks after you claim universal credit.

Your first payment from universal credit will be one month and one week after you first claimed. Universal credit is paid monthly in arrears.


If you're going to struggle during the wait between payments, you can ask for an advance, but you'll have to pay it back through deductions from your universal credit.

What can I do to get ready for managed migration?

If you can, try to set aside a bit of money every week to get ready for the gap in payments when you move over.

Make sure HMRC/DWP knows your current contact details such as postal address and telephone number.

If your rent is usually paid direct to your landlord, think about whether you'll be able to manage paying the rent out of your universal credit payment, or whether you'll need to ask for universal credit to pay your landlord direct.



If you're used to being paid weekly or four weekly, look at your bills and direct debits and make sure you'll be able to manage them on a monthly payment instead.

Can I choose not to be migrated?

No – the old benefits are ending. You cannot choose to stay on your old benefits after you get the migration notice. You don't have to claim universal credit if you don't want to, but if you rely on the income from your benefits to manage your household budget, you probably will want to claim universal credit so you can keep getting support.

Moving to universal credit will not affect your eligibility to cost of living payments.

Further help and advice

DWP

Universal credit helpline 0800 328 5644

[Online information](#)

[Understanding universal credit](#)

[Universal credit guides and toolkits for partner organisations](#)


[Citizens Advice](#) 0344 4111 444

[Online information](#): Information about [local CA and](#) opening times

[Help to Claim information](#) 0800144 8444

How you can contact Hertfordshire County Council

HCC website



Information about [adult social care](#) – find about care services, day centres and apply online for meals on wheels or a Blue Badge. You can also comment, compliment and complain.

You can also find a range of [Money Advice Unit factsheets](#)

[Hertfordshire Directory](#)

Find national and local community groups, charities, services and activities

[HertsHelp](#)

Independent information and advice on local community services and care funding

Telephone: 0300 123 4044

Minicom: 0300 456 2364

Email: info@hertshelp.net

Contact Adult Care Services

For information on how to get care and support

Email: contact@hertfordshire.gov.uk

Telephone: 0300 123 4042

Textphone: 01992 555506

Text us: 07507306911

[Contact us using SignVideo](#), our live BSL video interpreting service. (Monday to Friday, 8am – 6pm)

Drop in to your [local library](#)

If you are worried that you or someone you know is at risk of abuse or neglect

Call us on 0300 123 4042 (24 hours a day)



If you need help to understand

Call 0300 123 4042 if you would like help to understand this information or need it in a different format. You can also ask to speak to someone in your own language.

Calls to 0300 cost no more than a national rate call to a 01 or 02 number.

Whilst every effort has been made to provide accurate information, this factsheet is for guidance only and should not be considered an authoritative statement of the law. Please see [our website](#) for updates to this factsheet.