



Moving to UC Universal Credit

Dear resident,

The Department for Work and Pensions (DWP) is moving most people who claim benefits onto Universal Credit (UC) by March 2028.

The focus for the next 12 months is on moving people who currently receive Tax Credits over to receive Universal Credit.

In Greater Manchester, 'migration notices' – letters advising of this move – started to land with those who receive Tax Credits in June 2023.

Greater Manchester covers people living in Bolton, Manchester, Tameside, Bury, Trafford, Salford and Stockport.

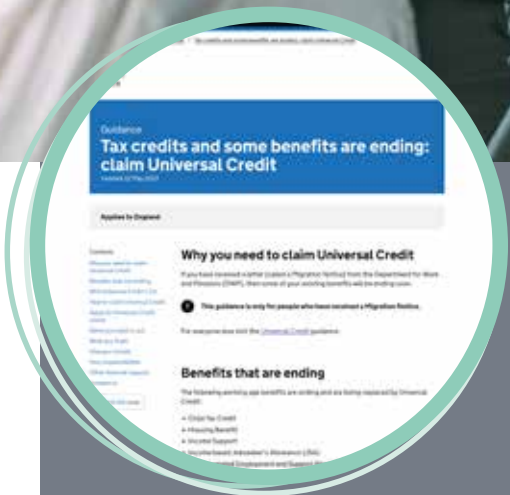
We don't know yet when people in Greater Manchester who receive other benefits – including housing benefit, income support, job seeker's allowance and employment and support allowance – will move onto Universal Credit.

If you receive a migration notice, it means your Tax Credits are going to end.

The letter will include information about how to make a claim for Universal Credit instead.

Please ensure you apply within the deadlines they set in the letter to ensure you don't miss out on money you're entitled to. You have 3 months from the date of the letter to set up your UC account and make a claim.

It may take time to gather all your documents and evidence to make your claim online, so it's best to act as soon as possible.



A move to Universal Credit in Greater Manchester this June

Useful information to help you through the process.

If have questions or need support with the switch over, contact:

Universal Credit Migration Hotline: 0800 169 0328

Citizens' Advice's 'Help to Claim' service www.citizensadvice.org.uk/helptoclaim



A copy of this leaflet has been uploaded to our website www.irwellvalley.co.uk where you can use our Accessibility Tool to view it using a range of tools including translation, read aloud and large font.

You can read about some steps you can take to prepare on the next page.

How to claim Universal Credit

You can apply for Universal Credit online at www.universal-credit.service.gov.uk/start.

You need to create an account to make a claim. You must complete your claim within 28 days of creating your account or you'll have to start again.

If you cannot claim online, you can claim by phone through the Universal Credit Migration Notice helpline on **0800 169 0328**.



You may need to renew your Tax Credits first. If you have been asked by HMRC to renew your Tax Credits, you must do this before you claim Universal Credit. This will ensure you get the right amount of Universal Credit.

Are there any exceptions this June?

If you receive Tax Credits but fall into one of the following categories, you will not be contacted to move over yet:

- You are going to reach State Pension age within the next 6 months.
- You currently have a NIL award of Tax Credits and are not in receipt of any other legacy benefits (e.g. *housing benefit, income support*).
- You are currently claiming Tax Credits as part of a couple.
- You are visually impaired.
- You have a terminal illness.
- You have an appointee or would need a home visit to make a claim.

Benefits calculator

Don't assume you won't be eligible for Universal Credit because you are a student, you think you earn too much, or you believe you have too much in savings. It is always better to check and our quick and easy to use benefits calculator can help with this.

<https://irwellvalleyha.entitledto.co.uk/home/start>



When it's time to move over, you will be contacted by the DWP, and you will not be worse off. However, if you choose to move to UC before the DWP plan to transfer you over, you may miss out on money you're entitled to – so first use our benefits calculator <https://irwellvalleyha.entitledto.co.uk/home/start> to check that this is the right decision for you. If you need any help with this, please get in touch.



Further information and useful links

Advice around Universal Credit migration on the government website:

www.gov.uk/government/publications/tax-credits-and-some-benefits-are-ending-claim-universal-credit/tax-credits-and-some-benefits-are-ending-claim-universal-credit#contact-us

The Universal Credit Migration hotline: 0800 169 0328

Citizens' Advice's 'Help to Claim' service

www.citizensadvice.org.uk/helptoclaim / 0800 144 8 444

Information from Ofgem about social broadband and phone tariffs for people on low incomes: www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs

Getting a bank account – information from Citizens Advice www.citizensadvice.org.uk/debt-and-money/banking/getting-a-bank-account/

Making a budget plan – advice from StepChange charity www.stepchange.org/debt-info/how-to-make-a-budget.aspx

Money Advice Referral Tools produced by Greater Manchester Poverty Action www.gmpovertyaction.org/money-advice-referral-tools/



There are steps you can take to help you prepare for the switch over.

How to prepare for a move to Universal Credit

Even if you're not eligible to move as part of the first wave, it's a good idea to tick these things off now as the move is coming at some point in the future.

- UC claims are usually made and managed online so you will need access to the internet on a mobile device or computer. If you need help to get online, your local library can help. In some circumstances, you may be allowed to manage your claim over the phone, for example if a disability means you can't access online services.
- You will need an email address. Getting one is free and easy to do using such websites as <https://signup.live.com/> or <https://accounts.google.com>.
- UC is paid directly into your bank account so you will need to ensure you have a bank account that will accept payments from the DWP.
- UC is usually paid monthly, not fortnightly, so you may need to look at how this could affect your household budget and the timings of any payments you have set up.
- Your UC payment will include help towards your rent if eligible – unlike Housing Benefit which is normally paid directly to us you will need to make your rent payment to us yourself. Paying your rent by monthly Direct Debit is the easiest way to make sure this is paid on time, and you don't miss a payment.
- Further advice can be found at www.understandinguniversalcredit.gov.uk, which includes video guidance.