

## Universal Credit Full Service Generic Instructions

**This guidance should be used for claimants living in a Universal Credit Full Service area not those living in a Universal Credit Live Service area**

### UC Generic Full Service Instructions

1. Universal Credit Full Service is expanding over time into further geographical postcode areas.
2. As postcodes expand into a Universal Credit 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 should be advised to make an online claim to Universal Credit at [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)
3. This will also include any existing benefit claimants who experience certain changes in their circumstance where previously a claim to JSA (IB), ESA (IR), IS, Housing Benefit and Tax Credits would have been advised. This is known as natural migration.
4. The guidance included in this section details all of change of circumstances which result in a natural migration trigger. This means the existing claim will end and it is important claimants are now directed to make an online claim to Universal Credit Full Service.
5. Staff need to ensure they consider the natural migration triggers when processing change of circumstances. They should determine if the claimant lives in a Universal Credit Full Service area by inputting the claimant's postcode in the Factual Information Network Database (FIND).
6. Claimant's should then be directed to make a claim to Universal Credit online at [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)
7. Please note, new style JSA and ESA Contributory claims can still be made by customers living in a Universal Credit Full Service area. More information is given here. New style Employment and Support Allowance and Jobseeker's Allowance (contribution-based)
8. Claimants who live in a Universal Credit Full Service area should not be provided with leaflet INF2 this is because it incorrectly directs claimant towards a claim for Tax Credits and Housing Benefit. Claimants who make a general enquiry about what they may be able to claim should be directed to [www.gov.uk](http://www.gov.uk)

### Claimant starts work and is no longer entitled to benefit

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions
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Claimant starts work and is no longer entitled to benefit or DM decides claimants work does not fall into Permitted Work rules	JSA/IS/ESA	If claimant does not have an existing Tax Credit claim & claimants live in a UCFS area they will not be able to make a new claim to TC and Legacy Benefit no longer appropriate and will be closed	If you are on a low income when you start work, you are able to make an online claim to Universal Credit. You can find more out about UC and make a claim by visiting <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a> .	Enquiry Line	JEL Desk Aide
				Benefit Centre (JSA)	JSA Procedural Instructions Link
				Benefit Centre (ESA)	CoCs- Types of CoCs  Change of circs- Verification of CoCs  ESA guidance for benefit centres 04 Assessment 06 Employment and Earnings
				Benefit Centre (IS)	Claim Closure

## Claimant reports period of sickness-EPS applies

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Claimant reports period of sickness-EPS applies	<b>JSA</b>	Claimants should be informed that they can remain on JSA for up to 13 weeks, this means that there will be no requirement to close an existing HB or TC claim. However they can, should they so choose, opt to claim UC whilst in their EPS period	Claimants living in a UCFS area. Claimants should be advised to make an online claim to Universal Credit If they would like their time spent as a sick person on JSA to be considered as part of the UC claim they must make their claim to UC immediately and state on the claim that they are claiming as a sick person.	Benefit centre	Closing an EPS claim
				Jobcentre	The EPS Intervention
				Enquiry Line	JEL Desk Aide

### Claimant's EPS period ends – not fit for work

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Claimant's EPS period ends – not fit for work	JSA	JSA no longer appropriate	You are able to make an online claim to Universal Credit, as a sick person, to find out more about Universal Credit or to make a claim, by visiting <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Jobcentre	Claimant reports sickness has ended
				Benefit Centre	Closing an EPS claim
				Enquiry Line	JEL Desk Aide

### Claimant becomes responsible for a first child

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Claimants are unable to make a new claim to tax credits & UC may be appropriate. Parents may require additional financial support because they have a child living with them.	JSA/IS/ESA	Claimants are unable to make a new claim to Tax Credits & UC may be appropriate. Parents may require additional financial support because they have a child living with them.	<p>If the claimant does not have an existing Tax Credit claim advise:</p> <p>‘There is financial help available to you because you have a child living with you are able to make an online claim to Universal Credit to find out more about Universal Credit or to make a claim....’</p> <p>Provide URL address  <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a></p>	Enquiry Line	UC JEL Desk Aide
				Benefit Centre (JSA)	JSA Procedural Guidance- Changes to Personal Details
				Benefit Centre (ESA)	Change of Circumstances Types of CoCs  Change of Circumstances- Verification of CoCs
				Benefit Centre (IS)	Change of Circumstances

### Couple permanent separation

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Couple permanent separation	JSA/IS/ESA	If the claimant has an existing Tax Credit claim their joint Tax Credit claim will close and they are unable to make a new 'single' claim to Tax Credits. You should continue to remove the partner from the existing claim	If the claimant has an existing TC claim you should advise the claimant: 'We are required to tell TC about this change. TC will close your existing TC claim and you will not be able to make a new claim to TC. You are able to make an on line claim to Universal Credit if you require financial support because you are on a low income or because you have a child living with you...' Provide URL address <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Enquiry Line	UC JEL Desk Aide
				Benefit Centre (JSA)	Partner leaves the household
				Benefit Centre (ESA)	Changes to partner details

### Couple want to change claimant

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Couple want to change claimant	JSA/IS/ESA	Existing claim will close & claimants are no longer able to make a new claim to JSA/IS or ESA. Both claimants would	Claimants should be advised that you are no longer able to accept a new claim from their partner; and to continue to process their request the existing claim will close; both the claimant and their partner will be required to make a new joint claim to Universal Credit on line. If claimants	Enquiry Line	UC JEL Desk Aide
				Benefit Centre (JSA)	Jobseekers Allowance Procedural Instructions See new paragraph 112

		be required to make a new joint claim to Universal Credit & both would be required to have a UC claimant commitment. If claimants do not wish to proceed with their request they should be given the option to stay as they are	would like to know more about Universal Credit or to make a joint claim to Universal Credit they can do so online  Provide URL address <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Benefit Centre (IS)	Claims from Couples

### Claimant within 11 weeks expected date of confinement

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Claimant within 11 weeks expected date of confinement	JSA	Claimant can stay on JSA or move to UC – IS is no longer available	Your JSA claim will now close. You may be able to claim Universal Credit. You can make a claim to Universal Credit on line at: <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Jobcentre	Pregnant Women
				Benefit Centre (JSA)	Changes to Income and Benefits
				Enquiry Line	JEL desk aide 21

**Pregnancy (and no other reason to remain on IS) 15 weeks after date of confinement**



Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Pregnancy (and no other reason to remain on IS) 15 weeks after date of confinement	IS	Claimant will be unable to make a new claim to JSA/ESA or Tax Credits	When your Income Support ends and you still require financial support because you are out of work or on a low income you can claim Universal Credit. You can find more out about UC and make a claim by visiting <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Jobcentre	JEL desk aide 21
				Benefit Centre	Change of Circs – See new paragraph

### **Lone parent-death of only child under 5**

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Lone parent- death of only child under 5	IS-death reported via tell us once	Lone Parents (no other reason to remain on IS) IS will cease after CTB and CB ends.	We are sorry to hear about your loss. I need to explain what will happen with your Income Support. Your Income Support claim will close on ..... When the Income support claim ends if you remain out of work or on a low income you can claim Universal Credit. You can find out more about Universal Credit or make an online claim at <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Jobcentre	JEL desk aide 21

**Lone parent only child under 5 leaves household**

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Lone parent- only child under 5 leaves household	IS	IS Lone Parent (no other reason to remain on IS)	Your IS claim will end. If you are out of work or on a low income you can claim Universal Credit at <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Jobcentre	JEL desk aide 21

### Lone Parent youngest child attains age 5

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Lone Parent youngest child attains age 5	IS	Access to JSA/ESA is no longer available	Benefit Centre agents will advise claimants of the requirement to claim Universal Credit, when the IS claim ends by sending DLIS093.  Work Coaches will provide claimants with uc-and-your-family leaflet whilst explaining the Lone Parent Obligations (youngest child reaches 5)	Jobcentre	Lone Parent Obligations
				Benefit Centre	JEL desk aide 21 Work Availability Reports

### Caring responsibilities cease

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Caring responsibilities cease	IS	When IS ends and there is no other reason to	Your IS claim will end in 8 weeks. When your Income support ends and if you are out of work or on a low	Jobcentre	JEL desk aide 21
				Benefit Centre	Other Benefits

		<p>remain on IS. Claimant will no longer have access to JSA/ESA</p>	<p>income you can claim Universal Credit on line.</p> <p>You should calculate the 8 week run on, as you do now, and notify claimants using UCFS 903 which informs claimants about the requirement to claim Universal Credit.</p> <p>Provide URL address  <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a></p>		
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### **Claimant ceases full time education (no other reason to remain on IS)**

<b>Trigger</b>	<b>Benefit Impacted</b>	<b>Impact</b>	<b>Advice to claimant</b>	<b>Further instructions</b>	
Claimant ceases full time education (no other reason to remain on IS)	IS	When IS ends there is no longer access to JSA/ESA	<p>When your IS ends if you are out of work or on a low income you can claim Universal credit on line....'</p> <p>Provide URL address  <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a></p>	Jobcentre	JEL desk aide 21
				Benefit Centre	Special Circumstances

### **Existing Income Based claimant forms a couple with a UC claimant**

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Existing Income Based claimant forms a couple with a UC claimant	JSA/IS/ESA	Income based legacy Benefit no longer appropriate and will be closed	<p>Because your new partner is a UC claimant we are no longer able to continue to pay you Income based ESA/JSA or IS and this will now end. You and your partner will need to make a joint claim to Universal Credit. Your partner must report this change to Universal Credit.</p> <p>Provide URL address  <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a></p>	Enquiry Line	UC JEL Desk Aide
				Jobcentre (ESA)	
				Jobcentre (IS)	
				Benefit Centre (JSA)	<p><b>Joint claim</b></p> <p>Jobseekers Allowance Procedural Instructions</p> <p>See Partner joins the household System maintained claims: Joint Claim applies</p> <p><b>Non-Joint claim</b></p> <p>Jobseekers Allowance Procedural Instructions See new paragraph 98</p>
				Benefit Centre (ESA)	Change of Circumstances - changes to other

					benefits
				Benefit Centre (IS)	Assessing and Processing

### Partner approaching 52 weeks in hospital

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Partner approaching 52 weeks in hospital	JSA	If a DM decides that following 52 weeks in hospital the couple have permanently separated they are no longer able to make a new claim IS/ESA or JSA and a claim to UC should be advised.	Notify claimants and partners that a claim to UC may be appropriate	Benefit Centre	<p>Jobseekers Allowance Procedural Instructions see partner in Hospital</p> <p>Income Support Hospital In-Patients</p>

### Under 18 starts full time non-advanced education

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
Under 18 starts full time non-advanced education	JSA severe hardship	Under 18's who are on JSA sever hardship will no longer be assessed for	As you now live in a Universal Credit area you will have to make a claim to UC online by visiting <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a>	Benefit Centre	JSA Guidance for 16 to 17 year olds

		Income Support if they start non-advanced education.	If they live in a Universal Credit Full Service area advise claimant to contact their Work Coach immediately.		
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### SSP exhausts on Income Support

Trigger	Benefit Impacted	Impact	Advice to claimant	Further instructions	
SSP exhausts on Income Support	IS	When SSP runs out and they have no other reason to stay on IS claimants will no longer be able to claim ESA (IR) so need to be directed to UC.	<p>A DLIS1903 would have been sent to the claimant but if they contact see following information.</p> <p>When your IS ends if you are out of work or on a low income you can claim Universal Credit on line at: <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a></p>		Income Support, Other Benefits, SSP