



Department
for Work &
Pensions

Local authority Move to Universal Credit (Managed Migration) Guidance

Contents

List of abbreviations	5
Executive summary	6
Introduction: What is UC?	8
Discovery activity	9
Migration timetable and claim window for HB Claimants	10
More details on benefit combinations	11
Volumes of National HB combination Migration Notices to be issued	12
Funding	12
Communications campaign	13
Different stages of the Move to UC journey	14
Pre claim activity	15
Identifying sample of claimants	16
Pension Age claimants receiving TC (MACs)	17
Issuing Migration Notices	17
Dead Letter Office process	18
Couples and joint claims	18
HB Claimants living in SA/TA and claiming another legacy benefit	19
Claimant receives a Migration Notice	19
Change of circumstance	19
Claimants requesting additional time to make their claim to UC	19

Extensions	20
Reminders	20
UC claim not made by the deadline	21
Claimant's current benefit(s) stopped	22
Enhanced support journey	22
LA action required to terminate an HB claim (when a claim to UC has not been made)	23
Grace periods	25
Claimant fails to provide evidence for their UC claim	26
Reclaim	26
Dual provision of HB and Housing Element	26
Mandatory reconsideration/appeals	27
UC claim made	28
LA action required to terminate an HB claim (when a claim to UC has been made)	29
UC and HB overlapping payments	32
Transitional Protection	32
Transitional Element	32
Retrieving data to calculate TE	32
Retrospective change of circumstance	33
Couples and joint claims	33
Claimants querying their UC entitlement	33
UC data share	33

Terminations	34
Passported benefits	34
Escalation process	35
BAU escalation route for LAs	35
Annex A Migration Notice	36
Useful links for LAs	38
Change control sheet	39

List of abbreviations

ATLAS	Automated transfer to local authority systems	LA	Local authority
BAU	Business as usual	LA-PED	Local Authority Partnership, Engagement and Delivery division
CIS	Customer information system	LCTR	Local Council Tax Reduction
CTC	Child Tax Credit	MAC	Mixed Age Couples
DHP	Discretionary Housing Payment	NINo	National Insurance Number
DLO	Dead letter office	PC	Pension Credit
DWP	Department for Work and Pensions	SA	Supported accommodation
ESA	Employment and Support Allowance	SHBE	Single Housing Benefit Extract
GB	Great Britain	TA	Temporary accommodation
HB	Housing Benefit	TC	Tax Credit
HBMIG	HB Managed Migration Stop Notice	TE	Transitional element
HB TRM	Move to UC termination Stop Notice	TP	Transitional protection
IR	Income related	TYF	Transfer your file
IS	Income Support	UC	Universal Credit
JSA	Jobseekers Allowance	WTC	Working Tax Credit

Executive summary

From April 2024, the Department for Work and Pensions (DWP) will begin to issue Migration Notices to in scope Working Age benefit households. Approximately 385,000 Housing Benefit (HB) claimants will be sent a Migration Notice. See page 10 for the migration timetable.

Although we are aware the Move to Universal Credit (UC) process (Managed Migration) may have implications across wider local authority (LA) services, this guidance details the actions LAs are required to carry out to terminate an HB claim when a claimant is required to Move to UC through Managed Migration.

New Burdens funding to reflect the additional costs incurred by LAs for terminating an HB claim, when a claimant is required to Move to UC through Managed Migration, will be provided to LAs. See 12 for more details on LA funding.

DWP will identify and notify claimants when they need to migrate to UC. An advertising campaign will raise awareness of Move to UC and advise claimants of the action they need to take when they receive a Migration Notice.

DWP will use SHBE (Single Housing Benefit Extract) data to ensure claimants receiving HB only and living in temporary accommodation (TA) or supported accommodation (SA) will not be sent a Migration Notice and they will continue to receive HB. It is important CIS (Customer Information System) interest markers are kept up-to-date to ensure that claimants are correctly identified as being in receipt of HB. This will ensure the correct claimants are sent a Migration Notice.

The Migration Notice is a notification letter which tells the claimant that their legacy benefits will be ending, and that they need to make a UC claim by a specific date. This will be a minimum of three months and one day from the date the Migration Notice is issued. See page 17 for more details. LAs are not expected to support claimants in making their claim to UC. Page 19 sets out where you should direct claimants for support. If a claimant does not make a claim by their specified date, their legacy benefits which includes HB will be terminated.

DWP has worked with LA IT suppliers to introduce two new types of HB Stop Notice to support Move to UC (Managed Migration).

These new types of HB Stop Notice will be contained within the existing HB Stop Notice file and sent to the relevant LA by DWP Transfer Your File (TYF) service.

We are not implementing any new filenames. The existing HBSTOP file will contain the new Move to UC attributes.

Testing of the output files generated by TYF have been shared with all LA IT suppliers and they have confirmed that these files have passed acceptance testing. Additional testing has also taken place with the Move to UC IT Service and the output files shared with LA IT suppliers. The method of creating the file, the file name and the method of transferring the file all remain unchanged.

LA IT suppliers have also confirmed the calculation of the two weeks Transition to UC Housing Payment (HB Run On) will be automated.

The HB Stop Notice that will be issued if a claimant does not make a claim to UC by the deadline date is known as **HBTRM (Move to UC termination)**.

When a claimant does not make a claim to UC they will still be entitled to the two week Transition to UC Housing Payment. Claimants will be entitled to **2 weeks at the existing HB rate**. This rate is different to the amount payable when a claimant Moves to UC through natural migration. Further details on claim termination action when a UC claim is not made can be found on page 23.

When a claimant makes a claim by the deadline date, the UC IT system will send a HB Stop Notice to the LA to advise them to terminate HB. The new HB Stop Notice which will be triggered when claimants make their UC claim within the deadline date is known as **HBMIG (HB Managed Migration)**.

The Transition to UC Housing Payment will be paid for two weeks after the effective date and the payment will be made at **the existing HB rate**.

Where a change of circumstance has been identified that effects the final HB payment, it should be processed where possible before the HB claim is terminated and the two week Transition to UC Housing Payment is paid.

LAs should endeavour to complete the necessary action to terminate an HB claim within five days of receipt of the HB Stop Notice. Where there is an overlap of benefit that needs to be recovered from the first UC assessment period, the MGP1 LA form should also be emailed to the UC service centre within 5 days of receipt of the HB Stop Notice. Further details on HB claim termination action when a UC claim is made can be found on page 29.

Move to UC (Managed Migration) claimants who make a claim before their deadline date, or within one month of their deadline date, are eligible to be considered for Transitional Protection (TP). As part of TP, any eligible claimants will have the Transitional Element (TE) added to their overall UC award. This makes up the deficit in benefit entitlement between previous legacy benefits and UC at the point of transition, providing their circumstances have not changed from when they were notified to Move to UC.

LAs will not be required to provide any information to DWP for the TE calculation. DWP will use SHBE to obtain the data needed. Further details on TP are on page 32.

Any enquiries regarding this guidance or the Move to UC process (Managed Migration) should be sent to lawelfare.laliaisonteam@dwp.gov.uk.

Introduction: What is UC?

UC is a payment to help people with their living costs. It's paid monthly (or twice a month for some claimants in Scotland).

UC is replacing the following six legacy 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)

Although UC is not replacing New Style ESA, contributory ESA, contributory JSA or New Style JSA if a claimant is receiving a contributory benefit and another of the six benefits in scope for Move to UC (Managed Migration) they will receive a Migration Notice and will migrate in line with that benefit.

As outlined in the [Written Statement](#) from the Minister for Employment, Move to UC (Managed Migration) is well underway. Throughout 2023 and 2024 UC activity has focused on notifying households that receive Tax Credits (TC) only. This activity is progressing well, and DWP remain on track to notify over 500,000 TC only households of the need to claim UC by the end of

March 2024. Furthermore, by February 2024 (a month earlier than originally anticipated) 'Move to UC' was underway across all Jobcentre districts within Great Britain (GB). The department continues to listen to all feedback to continuously improve the service, but to date there have been very few complaints, and any issues have been swiftly resolved.

Looking ahead to 2024 and 2025, we will be migrating the remaining groups of households receiving legacy benefits to UC, excluding ESA only and ESA with HB (and no TC).

Our plans for 2024 and 2025 are to undertake the issuing of Migration Notices to in scope Working Age benefit households sequentially, starting with IS claimants and those claiming TC with HB from April, HB only claimants from June, ESA with CTC from July and JSA in September. Households may be in receipt of a combination of benefits, for example an IS recipient could also be claiming HB and/or CTC.

From August, we will also contact those claiming TC who are over state pension age, with households being asked to apply for either UC or Pension Credit (PC), depending on their circumstances.

This guidance has been designed to provide awareness of the Move to UC (Managed Migration) process. Although we are aware the Move to UC process (Managed Migration) may have implications across wider local authority (LA) services, this guidance details the actions LAs are required to carry out to terminate a HB claim when a claimant is required to Move to UC through Managed Migration.

Note: Specific actions for LAs are highlighted by a red text box

Discovery activity

A small number of Migration Notices were sent out from September 2023 to various legacy combination households, with the aim of learning as much as we can to develop the UC service.

[Move to UC – insight on Discovery activity](#), provides insight gained from the relatively small number of households. LAs may wish to note that we have seen a higher proportion of people claiming nearer to the deadline date, suggesting that people are leaving it till later in the migration period to make a claim.

Migration timetable and claim window for HB Claimants

Note: this represents the earliest the process could start and could be subject to change.

	2024								
	April	May	June	July	August	September	October	November	December
Migration Notices to be sent (plan)	IS and HB (may include CTC)								
	TC (CTC and/or WTC) and HB								
			HB only						
			ESA (IR) with CTC (may include HB)						
					Pension Age TC including Mixed Age Couples (MACs)				
					JSA and HB (can include CTC)				
Claim window	IS (including HB)								
	TC and HB								
			HB only						
			ESA (IR) with CTC (including HB)						
					Pension Age TC including MACs				
					JSA (including HB)				

More details on benefit combinations

April 2024	June 2024	July 2024	August 2024	September 2024
IS only IS and HB IS and HB and CTC IS and CTC HB and TC	HB only	ESA (income related) and HB and CTC ESA and CTC	Pension Age TC (to UC or PC depending on their circumstances)	JSA (income based) only JSA and HB JSA and HB and CTC JSA and CTC
2028 <ul style="list-style-type: none">• ESA (income related) only• ESA (income related) and HB				

Volumes of National HB combination Migration Notices to be issued

	April	May	June	July	Aug	Sept	Total
IS and HB (including TC)	29,500	29,500	28,000	-	-	-	87,000
TC and HB	42,000	42,000	34,000	-	-	-	118,000
HB only	-	-	8,000	49,000	38,000	-	95,000
ESA (IR), CTC and HB	-	-	-	24,000	27,000	24,000	75,000
Pension Age TC (MACs)					TBC*	TBC *	-
JSA and HB (including TC)	-	-	-	-	-	11,000	11,000
Total	71,500	71,500	70,000	49,000	65,000	35,000	386,000

*assumed to be minimal

Funding

New Burden funding to reflect the additional costs incurred by LAs for terminating an HB claim, when a claimant is required to Move to UC through Managed Migration, will be provided to LAs (the final funding schedule letter was issued to LAs 12 March 2024). This includes the additional administrative cost of transferring details of claimant HB debt to DWP for recovery.

Communications campaign

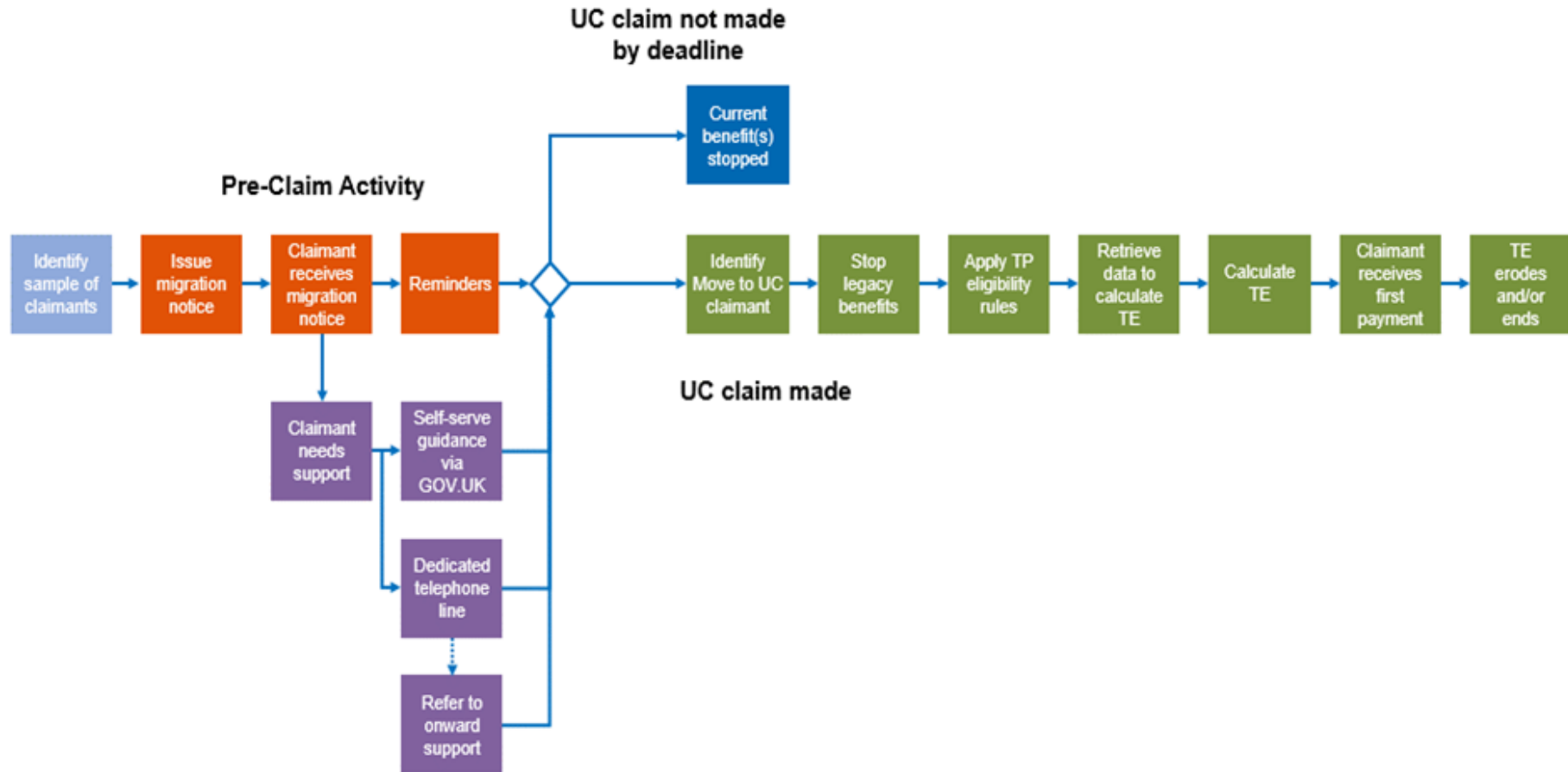
DWP are currently developing a 2024 advertising campaign to raise awareness of migration activity across the wider legacy benefit cohorts due to Move to UC from April 2024. The radio campaign commenced 18 March 2024 and this is supported by new [Move to Universal Credit pages](#) on www.gov.uk.

In addition, DWP are taking the following actions:

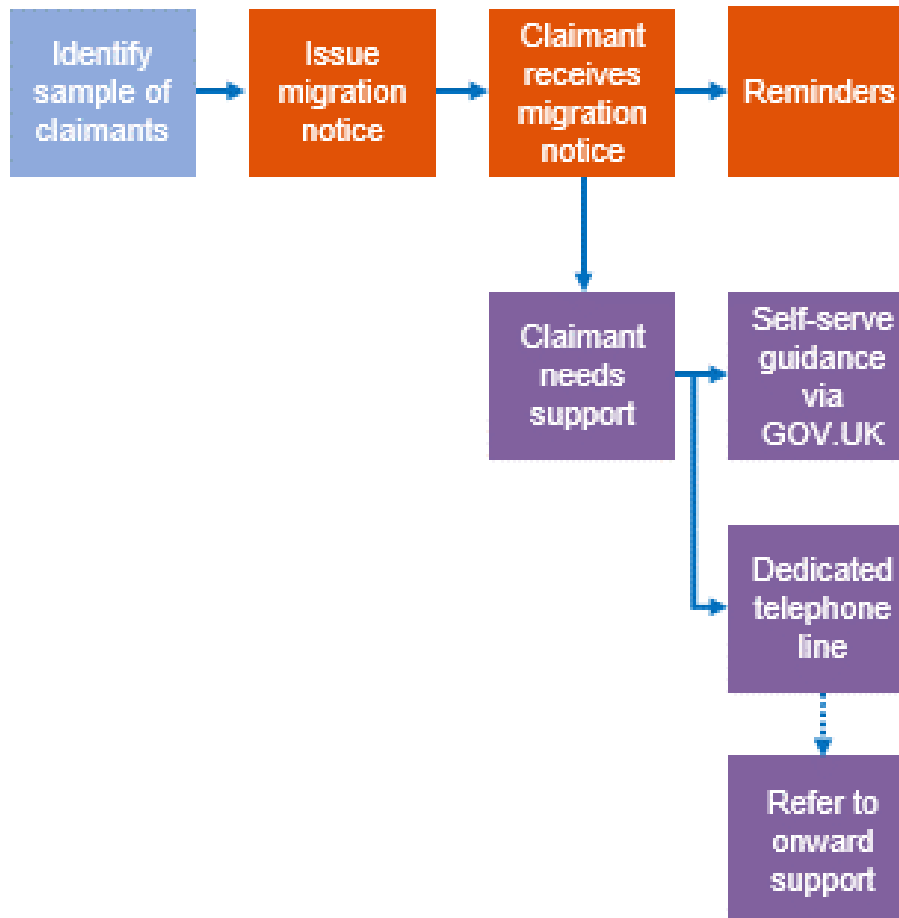
- partnering with the creative company 23red to widen the reach of their communications and to work with partner organisations to help amplify the messaging across different audiences.
- producing a 'Third Party guide to support those Moving to UC' which will be shared with Partnership Managers and external stakeholders.

Local Authority Partnership, Engagement and Delivery (LA-PED) division will also share this with LAs by LA single inboxes.

Different stages of the Move to UC journey



Pre claim activity



Identifying sample of claimants

LAs do not have a role in the process of identifying and notifying claimants when they need to migrate to UC. DWP will utilise data and analytical information which will include data derived from SHBE and CIS to identify relevant claimants.

The activity for LAs to record on their IT systems if claimants are living in SA, TA or neither, is coming to a conclusion. DWP will use this data to ensure that HB only claimants living in TA or SA will not be sent a Migration Notice as they will continue to receive HB.

Claimants living in TA or SA who are claiming HB and another legacy benefit (excluding HB and ESA only) **will be sent** a Migration Notice. They will continue to receive HB for their housing costs.

It is important CIS interest markers are kept up-to-date to ensure that claimants are correctly identified as being in receipt of HB.

Where an LA has been subject to a cyber attack or where LAs are merging their IT systems and the IT system will not be available for a significant period of time during the migration window, we will not commence Move to UC (Managed Migration) in these areas.

Pension Age claimants receiving TC (MACs)

The rules for claiming HB as a MAC changed in May 2019. Prior to the change, only one member of the couple needed to have reached State Pension age. Following the change, you can only claim as a couple if both claimants are State Pension age.

Since 14 May 2019, a MAC making a new benefit claim must usually claim UC, rather than HB or PC, until both members of the couple reach State Pension age. Existing MACs continuously claiming HB or PC or both, since May 2019 could stay on these benefits provided they remain entitled to them. We will now bring these claimants into UC but this will cause a break in their protection.

These MACs will be protected and a hybrid approach will be used. MACs that are in work and receive WTC will be invited to move to UC. However, MACs not in work that have protected housing but receive CTC will claim PC.

DWP will ensure that claimants in a MAC will receive the correct communications, as those moving to UC will have the option to re-apply for their protected Pension Age HB if their claim ends but their circumstances are otherwise the same. This process will be confirmed at a later date.

DWP have a solution in place to recognise these protected claimants if they request protection following a 'break' on UC.

Issuing Migration Notices

Migration Notices will not be issued geographically as we are now operating Move to UC in all Jobcentre districts in GB. Migration Notices will be issued by benefit cohort rather than claimant or household location. DWP are unable to provide details to LAs of which claimants in their LA area have been sent a Migration Notice or when a Migration Notice has been sent to individual claimants.

The Migration Notice is a notification letter which tells the claimant that their legacy benefits will be ending, and that they need to make a UC claim by a specific date. This will be a minimum of three months and one day from the date the Migration Notice is issued.

For example, if a Migration Notice is issued on 10 May, the claimant has three months including 10 May to make their UC claim. They must be given until 10 August at least to make their claim. The 11 August (or later date) should be specified as the claim by date, to ensure the deadline is not within the three month and one day period.

See [Annex A](#) for a copy of the latest Migration Notice.

Dead Letter Office process

At the start of every month, Move to UC receive a report from www.gov.uk Notify of all Migration Notices that have been returned to them as Dead Letter Office (DLO). As the Migration Notice has not been delivered, the claimant will be withdrawn from the Move to UC process.

The UC service checks whether the address that the returned Migration Notice was sent to matches the latest address on Searchlight/CIS. If the address matches then the service updates the claimant's latest address on Searchlight/CIS with a 'DLO' flag.

LAs will then be notified through updates from Searchlight/CIS marker. This will result in either the address being updated and the DLO flag being removed, or the benefits being terminated.

LAs should follow their BAU process for actioning DLO

Couples and joint claims

Couples who live together and are identified as being eligible for Move to UC (Managed Migration) share the same deadline date. However, they are sent their own individual Migration Notices.

If one member of the couple has their deadline date extended to give them more time to claim, the same extension is also applied to their partner.

HB Claimants living in SA/TA and claiming another legacy benefit

Our working assumption is the Migration Notice will be amended for claimants in SA/TA to advise that HB will continue to be paid for their housing costs despite their other legacy benefits migrating to UC. HB will continue to be paid for their housing costs, but the claimant will need to claim UC for their standard allowance.

Claimant receives Migration Notice

- LAs will not be formally involved with supporting claimants in making their claim to UC.
- If a claimant contacts the LA, they should ask the claimant if they have received a Migration Notice and signpost them to call the Move to UC helpline (0800 169 0328). This number is free to call and is also available on the Migration Notice.
- Claimants can also be referred to www.gov.uk.
- Claimants can also visit their local jobcentre.
- For independent support claimants can be signed posted to the Citizens Advice 'help to claim' service.

Change of circumstance

Before making a claim to UC, a claimant may contact the Move to UC helpline to advise they have had a change of circumstance. The UC agent will determine whether the change impacts the claimant's ability to claim UC and whether they need additional support.

Once they have assessed the impact on Move to UC and provided any necessary support, the claimant will be told that they need to report this change to their current benefit provider(s). HB claimants will be advised that they must report their change to the LA.

Claimants requesting additional time to make their claim to UC

Some claimants may make contact with an LA and advise that they need additional time to make their claim to UC. LAs should refer the claimant to the Move to UC helpline (0800 169 0328).

When a claimant contacts the Move to UC helpline to say they have received the letter and need additional time due to their circumstances or barriers (for example, no internet, lack of digital skills, or no documents) different support will be offered to the claimant. This may include referral to 'help to claim' provided by Citizens Advice, support from Jobcentre Plus, help from friends and family or a home visit. If the claimant is unable to make and maintain an online claim, there are exceptional circumstances where they can make a claim by phone.

Extensions

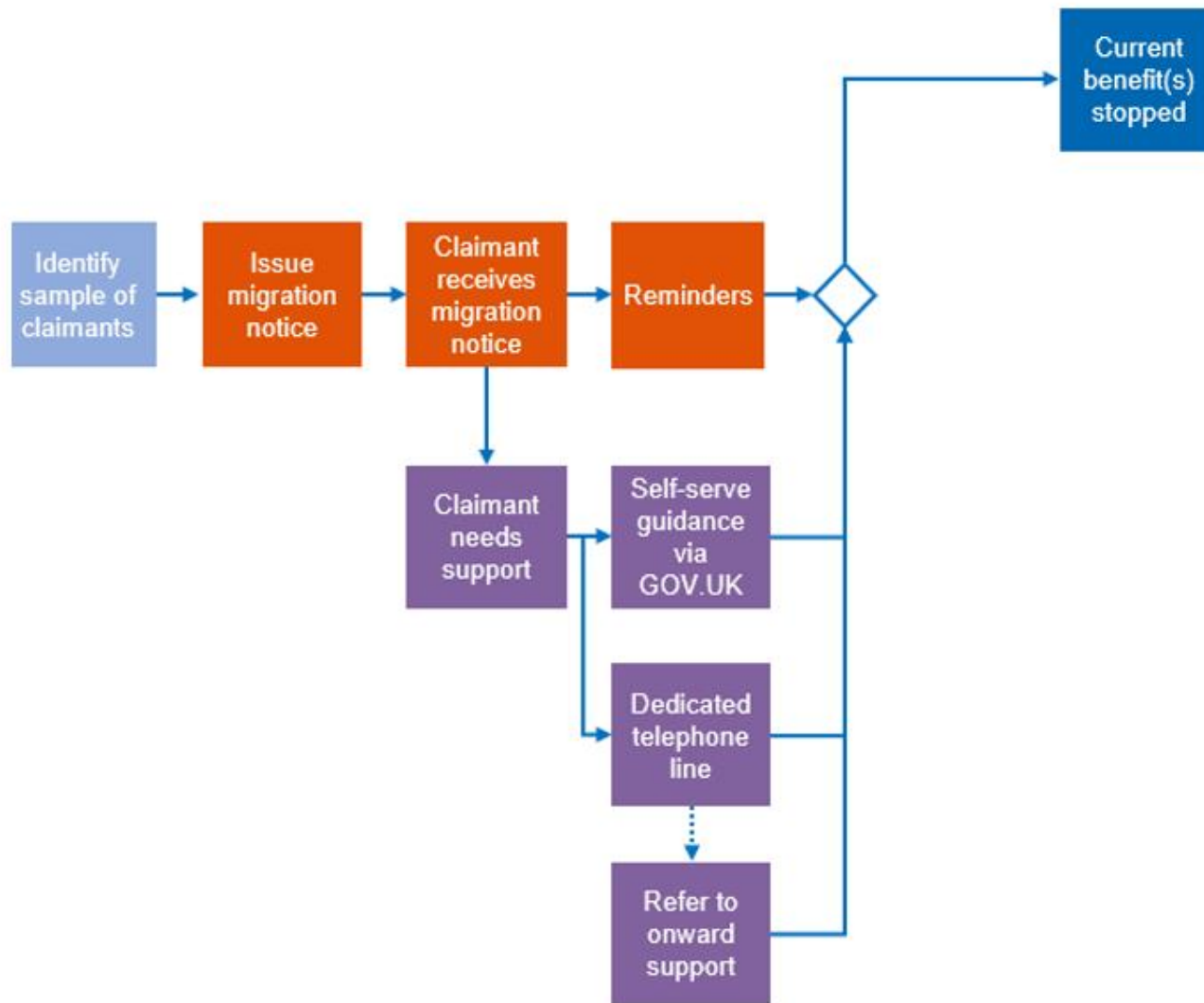
In some circumstances, a case manager may identify through conversation with the claimant that they will not be able to make a claim by their current claim by date. The claimant deadline date can be extended by up to four weeks.

Reminders

All claimants in scope to Move to UC (Managed Migration) will receive a Migration Notice directing them to claim UC by a specific date. Where an individual has not made a claim seven weeks after receiving their Migration Notice, a reminder notice letter will be issued. The reminder notice re-emphasises the requirement to make a claim by their claim by date, the implications of not making a claim, and the support available to them.

If the individual does not make a claim ten weeks after the Migration Notice was issued, a second reminder notice is issued by SMS text if there is a mobile number held as a primary number. Where a mobile number is not held, the claimant is sent a reminder letter.

UC claim not made by the deadline



Claimant's current benefit(s) stopped

Once all the reminders have been issued, if the claimant does not make a claim by their claim by date their legacy benefits are terminated. However, if they make a UC claim within one assessment period of that happening, their UC claim date will be backdated to the claim by date. These claimants can still be eligible for TP, if applicable, and the two week Transition to UC Housing Payment (two week run on).

Enhanced support journey

It is DWP's aim to ensure everyone in scope for moving to UC receives the support they need to successfully make the transition. In light of the anticipated higher support needs and vulnerability of some groups due to migrate in 2024/2025, we have been testing an 'enhanced support journey' as part of our Discovery work in 2023. This has been tested for those claiming ESA (IR) or IS who had not made a claim by week 11 (following the second reminder). It involved different interventions ranging from outbound calls, system checks, home visits and contact with the local community. If all these options were exhausted, a case conference would have happened.

Further details will be shared on the support journey from April 2024.

LA action required to terminate an HB claim (when a claim to UC has not been made)

The claimant has until 23:59 on the day of their deadline date to make a claim. HB should be closed the day before the deadline date.

When a claimant does not make a claim by the deadline date, the UC Service Centre will send a HB Stop Notice to the LA to advise them to terminate the HB.

DWP has worked with LA IT suppliers to introduce two new types of HB Stop Notice to support Managed Migration. The HB stop that will be issued if a claimant does not make a claim to UC by the deadline date is known as **HB TRM (Move to UC termination)**. Please refer to your IT Supplier release notes.

These new types of HB Stop Notice will be contained within the existing HB Stop Notice file and sent to the relevant LA by DWP TYF service. IT Suppliers have confirmed the calculation of the two weeks Transition to UC Housing Payment will be automated.

We are not implementing any new filenames. The existing HBSTOP file will contain the new Move to UC attributes.

Data shared for HB TRM Stop Notice

UC person

- Given Name
- Family Name
- National Insurance Number (NINo)
- Address postcode
- HB TRM effective date

Note: The effective date will not be amended to include the two weeks Transition to UC Housing Payment. The effective date will be the date of the UC claim.

On receipt of the HB TRM Stop Notice, LAs should close the HB claim from the day before the effective date (For example if the effective date is 5 July, HB closes 4 July and the Transition to UC Housing Payment (HB run on) is paid 5 July to 18 July.

Transition to UC Housing Payment (HB run on) will be paid for 2 weeks after the effective date and in a change to natural migration, [regulation 8A](#) determines that the payment made is at **existing HB rate**.

[Regulation 8A](#) is silent as to the amount paid during the HB run-on when a person issued with a Migration Notice fails to claim UC and has their award terminated under [regulation 46\(1\)](#). [Regulation 46\(1\)](#) simply stipulates a termination day (the end of the run-on). **Therefore, HB should continue during that period at the existing rate unless there is evidence that the person was not entitled to HB during that period.**

Where a change of circumstances has been identified that effects the final HB payment, these should be processed where possible before the HB claim is terminated and the 2 week run on is paid.

Where the benefit cap had been applied to the HB prior to the receipt of the HB stop notification, the new Transition to UC Housing Payment when calculated will need to have the cap applied until such time the LA received a 'Remove Cap' notification through the Automated Transfer to LA System (ATLAS). This is because the Transition to UC Housing Payment remains a payment of HB and is still subject to any existing cap arrangements until advised otherwise.

[Different regulations](#) are used to make these payments, and **this will need** to be included on the termination letter.

Some LAs credit HB entitlement in advance. Any overpayment that has occurred after the run on period can not be deducted from UC (no claim made) so LAs are not required to complete or send an MGP1LA form to DWP.

Although couples are sent their own individual Migration Notice, DWP will use the CIS interest marker to identify the lead HB claimant and when deemed appropriate they will issue a HB TRM Stop Notice.

LAs should endeavour to complete the required action within 5 days of receipt of the HB Stop Notice.

If a claimant is living in SA/TA and was receiving another legacy benefit, and they don't make a UC claim by the deadline date, a HB Stop Notice will not be sent to the LA as HB will continue in payment. However, when the legacy benefit is terminated, the LA may receive an ATLAS notification.

DWP are using the following ATLAS codes when terminating legacy benefit claims, when a claimant has not made a claim to UC:

- For ESA (IR) and JSA [to be confirmed]
- For ISCS [to be confirmed]

LAs may need to consider how the ending of the HB claim impacts any ongoing DHP award.

LA needs to follow the existing business as usual (BAU) processes to recover any existing HB/Council Tax debt.

It is important CIS interest markers are kept up-to-date to ensure that LAs receive the HB stop notification for their claimants.

If an LA receives an HB Stop Notice and the claimant does not have a claim in that LA's area, then they will need to remove the HB interest in CIS. The HB Stop notification is the evidence LAs need to access CIS. This could be that a HB interest has been previously set for a non-dependant and there is no HB claim.

Grace periods

If a claimant makes a claim after the deadline, this needs to be within a month of the deadline date (referred to as the grace period). For example, if the deadline date is 5 July, HB closes on 4 July, the new UC claim needs to be made by the 4 August.

If a claimant makes a claim within the grace period (for example a UC claim was made on the 1 August) the claim would be backdated to the 5 July. A calculation will be performed to determine if TP (in the form of TE) should be applied.

To note, DWP will not send a further stop notice if a UC claim is made within the grace period.

Claimant fails to provide evidence for their UC claim

Once a Universal Credit claim has been made, information and /or evidence is needed to verify certain aspects of it, such as claimant identity and details of housing / rent payments. These are Business As Usual processes. If the claimant fails to provide the information required to complete their claim within a month of that information being requested, the claim would be closed and the HB TRM Stop Notice will be issued to the LA.

On receipt of the HB TRM Stop Notice an LA should terminate the HB claim as detailed above.

Reclaim

If a claim is made more than one month after the deadline date, the claimant will not be entitled to TP, even if their claim is backdated. If a UC is made after the HB is terminated, the UC Service will not need to send a further Stop Notice.

Dual Provision of HB and Housing Element

If a claimant is living in SA/TA and HB continued to be in payment, when a subsequent claim to UC is made the claimant should declare they have no housing costs (following the BAU process). However if the claimant does declare housing, it will need to be verified by the landlord, before any housing element is included in their payment.

If the claimant is in SA/TA, and declares housing costs, the landlord should return the form through the Landlord Portal and state 'no housing costs' (due to SA/TA). This will prompt the UC Case Manager to ask the claimant to rereport and declare they have no housing costs.

This should ensure the claimant does not receive both HB and UC Housing costs.

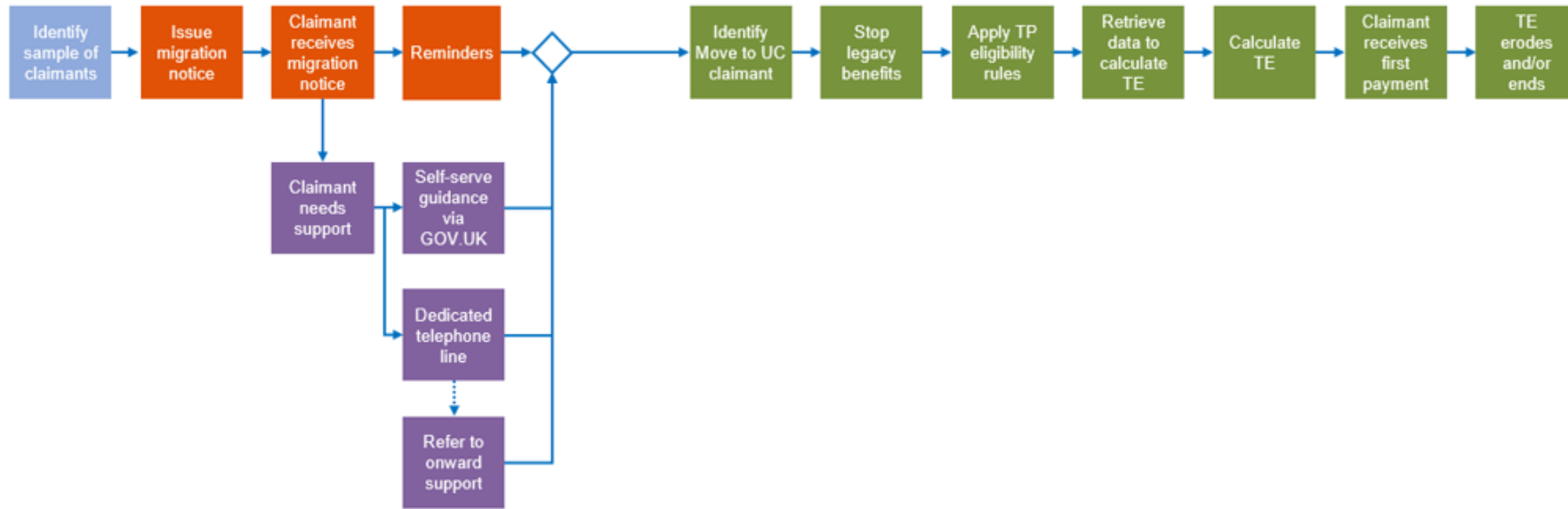
Mandatory reconsideration/appeals

If an appeal is received, this appeal is against the LA decision to end the HB claim. The LA do not have any option but to close the HB claim as a consequence of [regulation 46](#). While there is a right of appeal, it is somewhat limited in its practical effect.

This is the same as the action LAs take when HB terminates by virtue of [regulation 8](#) UC (TP). That is also termination by operation of law because the person has made a UC claim. It just happens to be under [regulation 8](#) rather than [regulation 46](#).

If an LA receives an appeal against the termination of HB and requires further advice please contact lawelfare.liaisonsteam@dwp.gov.uk

UC claim made



LA action required to terminate an HB claim (when a claim to UC has been made)

When a claimant makes a claim by the deadline date the UC Service will send a HB Stop Notice to the LA to advise them to terminate the HB.

When a claimant is also receiving another DWP legacy benefit the UC IT will also send a Stop Notice to the legacy benefit system.

DWP has worked with LA IT suppliers to introduce two new types of HB Stop Notice to support Managed Migration. A new HB Stop Notice will be triggered when claimants make their UC claim within the deadline date, and this is known as **HBMIG (HB Managed Migration)**. Please refer to your IT Supplier release notes.

These new types of HB Stop Notice will be contained within the existing HB Stop Notice file and sent to the relevant LA by DWP TYF service. IT Suppliers have confirmed the calculation of the two weeks Transition to UC Housing Payment will be automated.

We are not implementing any new filenames. The existing HBSTOP file will contain the new Move to UC attributes.

Data shared for HBMIG Stop Notice

UC claimant

- Given Name
- Family Name
- NINo
- Address postcode
- HBMIG effective Date

Note: The effective date will not be amended to include the two weeks Transition to UC Housing Payment. The effective date will be the date of the UC claim.

On receipt of the HBMIG Stop Notice, an LA should close the HB claim from the day before the effective date (For example if the effective date is 5 July, HB closes 4 July and the Transition to UC Housing Payment (HB run on) is paid 5 July to 18 July).

Where a change of circumstance has been identified that effects the final HB payment where possible these should be processed before the HB claim is terminated and the 2 week run on is paid.

Transition to UC Housing Payment (HB run on) will be paid for 2 weeks after the effective date and in a change to natural migration, [regulation 8A](#) determines that the payment made is at **existing HB rate**.

Paragraph (c) applies where there has been a claim for UC by a person who has been issued with a migration notice. In that case HB continues at the existing rate.

Paragraph (a) is displaced in these cases as the specific rule overrides the general rule.

Where the benefit cap had been applied to the HB prior to the receipt of the HB Stop notification, the new Transition to UC Housing Payment when calculated will need to have the cap applied until such time the LA received a 'Remove Cap' notification through ATLAS. This is because the Transition to UC Housing Payment remains a payment of HB and is still subject to any existing cap arrangements until advised otherwise. The transition of UC housing payment remains part of the HB award.

Although couples are sent their own individual Migration Notice, DWP will use the CIS interest marker to identify the lead HB claimant and when deemed appropriate they will issue a HB MIG Stop Notice.

Note: We hope to introduce an IT enhancement to suppress the HB Stop Notice for cases where HB will remain in payment as the claimant is living in SA/TA, however until such time, LAs should return the MGP1LA form.

LAs should also return the MGP1LA form when the HB claim is closed and there is overlapping benefit

LAs should complete all sections of the MGP1LA form as follows:

- claimant's details
- UC effective date, as shown on the HB Stop Notice.

Where there is an overlapping benefit to recover this includes:

- HB overlap period after Transition to UC Housing Payment ends
- HB overlap amount after Transition to UC Housing costs
- HB CIS interest ended - select 'Yes' or 'No' from the drop down menu.

The MGP1LA form has not been amended and the latest version is available on Glasscubes.

When the legacy benefit is terminated, the LA may receive an ATLAS notification.

DWP are utilising new termination codes but unfortunately these are not in the schema and therefore these are unable to be output to LAs. LAs may therefore receive ATLAS notification with no exclusion reason or termination code.

The LA should endeavour to complete the necessary action within 5 days of receipt of the HB Stop Notice. Where there is an overlap of benefit that needs to be recovered from UC as unearned income , the MGP1LA form should also be emailed to the UC service centre within 5 days of receipt of the HB Stop Notice.

LAs may need to consider how the ending of the HB claim and award of UC impacts any ongoing DHP award.

LA needs to follow existing BAU processes to recover any existing HB/Council Tax debt.

UC and HB overlapping payments

How LAs will treat overlapping payments of HB and UC when an LA has been sent a stop notice to terminate an HB claim as a result of Move to UC (Managed Migration) will be provided as soon as possible.

Transitional Protection

Move to UC (Managed Migration) claimants who make a claim before their deadline date, or within one month of their deadline date passing, are assessed for TP at the point they move to UC.

However, if they make a claim more than one month after their deadline date, they are not entitled to TP, even if their claim is backdated.

Transitional Element

As part of TP, any eligible claimants will have TE added to their overall UC award. This makes up the deficit in benefit entitlement between previous legacy benefits and UC at the point of transition, providing their circumstances have not changed from when they were notified to move to UC.

Retrieving data to calculate TE

LAs are not required to provide any information to DWP for the TE calculation. DWP will use SHBE to obtain the data needed.

There may be instances where due to the latency of SHBE data, the data used in the TE calculation will not be the latest data held by the LA. To ensure that the claimant receives the correct amount of TE, DWP will put a correction process in place to identify a change in HB amount and recalculate the TE if appropriate.

In exceptional circumstances DWP may need to ask the LA for HB data for this recalculation. If this is required LA-PED will contact the LA for the data needed.

Retrospective change of circumstance

DWP will use SHBE data to identify if an retrospective change of circumstances processed after the HB claim impacts on the TE calculation.

Couples and joint claims

In order to be considered for TP both members of a notified couple must make a joint claim to UC within 1 month of their deadline date.

If one or both claimants do not make their claim within one assessment period of the deadline date, neither of them will be eligible to be assessed for TP.

Claimants querying their UC entitlement

A claimant may contact the LA to query why their UC entitlement is different to the amount of HB they received. LAs should advise the claimant to contact the UC helpline.

UC data share

There is no change to the current three types of data share to support Managed Migration. Where a legal gateway exists, claimant information data is shared with LAs to support the administration of Welfare Benefits.

When a claimant is making a claim to UC they are asked 'Have you applied for a reduction in your Council Tax?'. Where the claimant answers 'Yes' or 'No but I will apply', a Council Tax Reduction interest will be set on Searchlight (where one is not already set). If the claimant answers 'No I don't want to apply', UC will not set an interest in CIS. Data is shared to assist the LA in accurately assessing the UC claimant's entitlement to LCTR.

During the online claim process, if the claimant indicates an intent to claim LCTR or they are already in receipt of LCTR, they will be advised that they will need to contact their LA to make that claim.

The three types of data share

- New claim data share. This is the first data set which will be shared with LAs once the claimant's ID has been verified. The data shared at this point should be treated as unverified.
- End of first assessment period new claim data share. At the end of the first UC Assessment Period, the new claim payment data set will be shared with LAs. In addition, if there has been any change to the original claim data, a complete set of new claim data will then be shared. This is verified data. If at the end of the first Assessment Period, only payment data is shared with the LA, then the LA can treat the original claim data set as verified.
- Change of circumstance data share. Once a UC claim is established, LAs will receive a notification each time there is a change to either claim or payment data.

These notifications will be sent at the end of each UC Assessment Period where a change has occurred. If there is no change during a UC Assessment Period, then no notification will be sent to the LA.

Terminations

When a UC claim is terminated, LAs will receive a notification from UC through TYF.

Passported benefits

Passported benefits are benefits or schemes some claimants are entitled to because of their entitlement to certain other benefits or TC. Claimants will need to be aware that just because they had entitlement on legacy benefits, does not mean they automatically do on UC.

The eligibility criteria is different to when they were on legacy benefits. The eligibility criteria are set by the Government Departments, Utility Organisations and Devolved Administrations that own them.

Following their move to UC a small number of claimants may lose entitlement to existing financial support. However, extra protections have been put in place for some. For example, the Department for Education will ensure anyone making the transition to UC will not lose free school meal entitlement until after March 2025 or the end of their current school phase (primary or secondary).

Escalation process

Any enquiries regarding the **Managed Migration process** should be sent to lawelfare.liaisonsteam@dwp.gov.uk
Provide as much detail as possible if the query relates to an individual.

We will acknowledge receipt of the query and endeavour to provide a full response within five working days. If this is not possible a holding response and further updates will then be provided.

Examples of queries that can be sent to this inbox include:

- Claim termination for HB
- UC Migration Notices not received or sent incorrectly
- UC Migration Notice sent to a claimant living in SA/TA
- UC policy related issues
- Data sharing

Business as usual escalation route for LAs

For enquiries and queries regarding **UC claims post payment** LAs should follow the BAU process and contact their Local Partnership Manager to escalate and resolve the issue.

If the Partnership Manager is unable to answer the query or question, they will refer to Local Service Innovation Leads and designated Service Centres to raise a JIRA ticket to resolve.

Annex A: Migration Notice



PETER PATEL
1 TEST ROAD

TESTINGTON VILLAGE
TEST TOWN
NORTH TESTSHIRE
TE1 2ST



HM Revenue
& Customs

Telephone:

0800 169 0328

8am to 6pm
Monday to Friday

[www.gov.uk/dwp/
move-to-uc](http://www.gov.uk/dwp/move-to-uc)

Your Ref:
H2JR-
HL5WS1D1

30 January 2024

You need to claim Universal Credit

You must claim by 1 May 2024 to keep receiving financial support

Universal Credit Migration Notice

Dear Peter Patel

You will soon stop getting the following benefits:

- Child Tax Credit
- Housing Benefit
- income-related Employment and Support Allowance (ESA)

You must claim Universal Credit by 1 May 2024 to keep receiving financial support.

How to claim Universal Credit

Go online to claim Universal Credit: www.gov.uk/dwp/move-to-uc.

If you cannot claim online, call the Universal Credit Migration Notice Helpline for free on **0800 169 0328**.

Your benefit payments will end 2 weeks after you make your Universal Credit claim.

How to get help

- call the Universal Credit Migration Notice helpline for free on **0800 169 0328**
- visit the Universal Credit website: www.gov.uk/dwp/move-to-uc • visit your local jobcentre

You can also call us for free on **0800 169 0328** if you:

- need more time to claim
- are not the person named on this letter
- do not intend to claim Universal Credit

For free, independent and confidential help, call the Citizens Advice Help to Claim service on **0800 144 8444** or go to their website: www.citizensadvice.org.uk/helptoclaim

Check who can help you in your local area at: advice.local.uk

How much you will get

Most people will be entitled to the same amount or more on Universal Credit. If the amount you are entitled to on your existing benefits is more than you would get on Universal Credit, a top up is available. This is called transitional protection. If your circumstances change before you make your claim, this may affect the amount you may get.

If you live with your partner

You will both need to claim Universal Credit by the same deadline. You must make a joint claim for your household, even if your partner is not eligible for Universal Credit.

If you have already made a claim

Ignore this letter if you have already made a claim for Universal Credit.

Yours sincerely,

Universal Credit

This is a migration notice issued under regulation 44 of the Universal Credit (Transitional Provisions) Regulations 2014 (MNS1). It entitles you to transitional protection, provided your circumstances do not change before you claim Universal Credit.

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or

something else please tell us using the phone number at the top of this letter.

How DWP collects and uses information

We will treat your personal information carefully. We may use it for any of our purposes. To learn about your information rights and how we use information, please see our Personal Information Charter at GOV.UK.

Call charges

Calls to 0800 numbers are free from landlines and mobiles.

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

SAMPLE

Useful links for LAs

- [UC and rented housing guidance for landlords](#) explains what UC means for landlords, LAs and tenants. The products hosted here include the UC and rented housing guide for landlords and the Alternative Payment Arrangements guide.
- [Discretionary Housing Payments Guidance Manual](#) provides guidance and advice for LAs on good practices that should be taken into account when payment of a Discretionary Housing Payments is being considered.
- [How the deductions from benefit scheme works: guidance for creditors or suppliers](#) gives an overview of how the Third Party Deduction scheme works for organisations and individuals (referred to as Creditors or Suppliers), who receive Third Party Payments.
- [HB claims processing and good practice for LA staff](#) provides advice, guidance and information on HB for LA staff.
- [Money Advice Service](#) provides advice and support for landlords.
- Understanding [UC for landlords \(Welsh version\)](#)

