

Universal Credit - Managed Migration

Universal Credit is a working-age benefit which brings together the following six legacy benefits into one benefit:

- Income based Job Seekers Allowance
- Income based Employment Support Allowance
- Housing Benefit
- Income Support
- Child Tax Credits
- Working Tax Credits

Universal Credit provides support to residents with their daily living and housing costs, it can also help pay for childcare costs. Universal Credit can be claimed by residents in work on a low income, residents who are out of work and residents unable to work. Most people have to make their Universal Credit claim online and claimants are paid a single payment monthly in arrears. For more information on Universal Credit visit: <https://www.understandinguniversalcredit.gov.uk/>

What is Managed Migration?

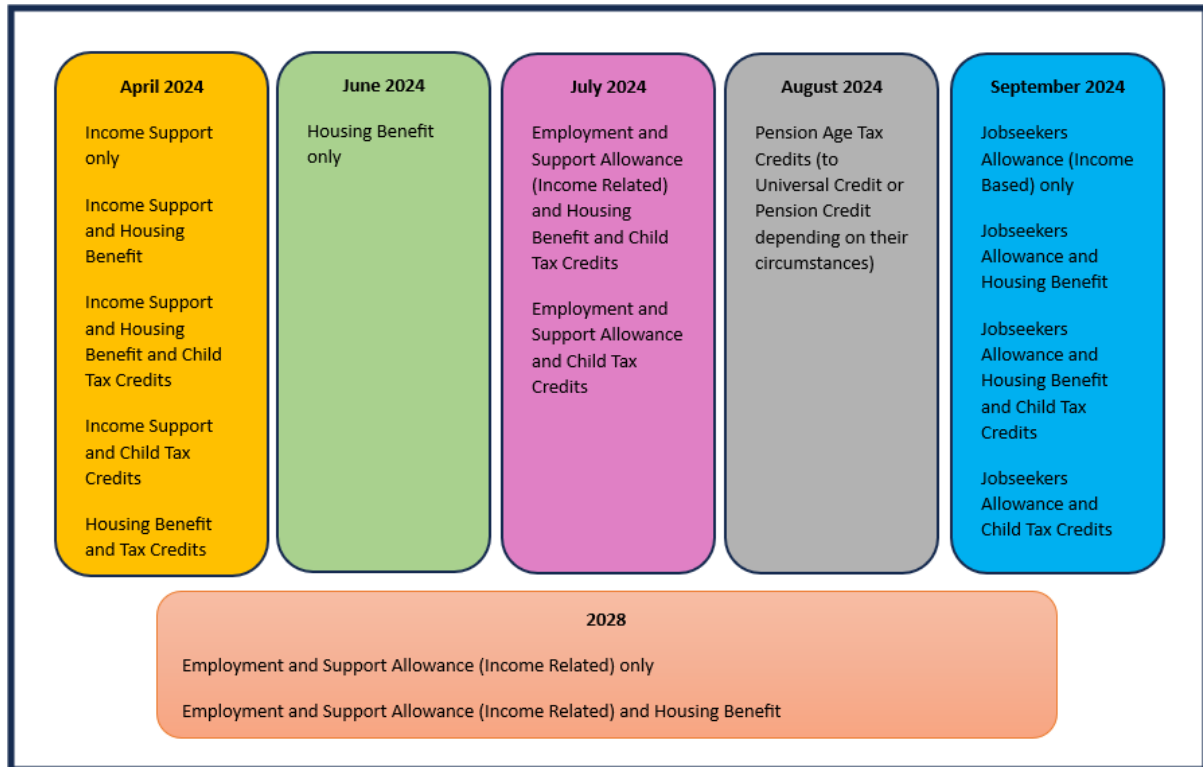
The Department for Work and Pensions (DWP) have begun the process of moving individuals who claim a legacy benefit onto Universal Credit. This process is known as Managed Migration.

Managed Migration is where the DWP advise you to claim Universal Credit even though your circumstances have not changed. It is important that if you receive a Migration Notice letter from the DWP that you contact the Council for advice. If you fail to claim Universal Credit within three months, then your benefits will end, and you will be left with no income.

Who is affected?

The first group of households affected by Managed Migration in Sandwell are households where working tax or child tax credits are in payment and no other income-related benefit is in payment.

The process of Managed Migration in Sandwell began on 9 February 2024. The timeline below outlines when current legacy benefit customers will be invited to migrate to Universal Credit:



If you only receive ESA or ESA with HB, you will be the final group invited to migrate to Universal Credit. This is likely to be in 2028 though this date may be subject to change.

More information can be found on the Council's website - <https://www.sandwell.gov.uk/benefits-support/universal-credit-2/3> or by scanning the QR code with your mobile phone camera.

Who can help?

If you are a Council tenant and receive a migration notice, then you should contact the Council's Rents Team on **0121 737 5148** Monday to Thursday 9am – 5.30pm and 9am – 5pm on a Friday. Our Income Recovery Officers can advise you of the best time to claim Universal Credit.

If you are in the Private Rented Sector and receive a migration notice, then you should contact the Council's Welfare Rights Team on **0121 569 3158**, Monday to Friday 9am – 4.30pm where an advisor will be available to assist you.

