

Changes in circumstances

If you live in an area where the “full service” for Universal Credit has been introduced, then a change in your circumstances could mean that you will need to claim it.

In areas that have not become Universal Credit “full service” areas, you may have been entitled to one of the so-called “legacy benefits” that Universal Credit replaces, but now you will need to claim Universal Credit.

There are lots of changes to your circumstances that could lead to you having to make a claim for Universal Credit. We’ve listed many of them here and also circumstances where it does not apply but, if you’re not sure whether your individual circumstances mean you should claim Universal Credit, it’s always best to check with someone. You can speak to one of our advice and support workers by calling 0191 277 1144 or emailing universal.credit@yhn.org.uk if you have any queries.

Changes in to employment status:

Change	What used to happen	What happens now
If you receive income-based job seeker’s allowance/ income support / income-related employment and support allowance and start working or increase your	Under the old system you would continue to receive working tax credit	You will now claim Universal Credit

hours to satisfy the working tax credit amount (to 16, 24 or 30 hours or more)		
If you receive one of the six “legacy benefits” and start work but don’t work enough hours to satisfy working tax credits	Under the old system your “legacy benefit” would have been adjusted	Here you have a choice – you can remain on an adjusted “legacy benefit” or claim Universal Credit if you’d be better off. Please consider potential gaps and delays to payments when making your decision
If you receive working tax credits and your hours drop below 16	You would claim income-based job seeker’s allowance or income support	You will now claim Universal Credit
If you receive income-related employment and support allowance and are doing permitted work that becomes permanent, your hours increase over 16 or you are not satisfying the permitted rules for any other reason	You would have potentially claimed working tax credits	You will now claim Universal Credit
If you receive child tax credits only and start work to satisfy working tax credit rules	You would claim working tax credits	You will remain on child tax credits and claim working tax credits
If you receive working tax credits and increase your hours	You would stay on working tax credits	Here you have a choice – you can remain on the adjusted “legacy benefit” or claim Universal Credit if you’d be better off. Please consider potential delays to payments when making your decision
Receive working tax credits and become sick	You would claim income-related employment support allowance	You will now claim Universal Credit

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Tax credits

Change	What used to happen	What happens now
Tax credit renewal	You would continue to claim tax credits	Here you have a choice – you can remain on the adjusted “legacy benefit” or claim Universal Credit if you’d be better off. Please consider potential delays to payments when making your decision
Claim tax credits and change does not lead to a claim for a new “legacy benefit” (for example, you may have less income)	You would continue to claim tax credits	Here you have a choice – you can remain on the adjusted “legacy benefit” or claim Universal Credit if you’d be better off. Please consider potential delays to payments when making your decision

Sickness

Change	What used to happen	What happens now
On income-based job seeker’s allowance and become sick	You would claim income-related employment support allowance	Claim Universal Credit

Changes relating to family circumstances

Change	What used to happen	What happens now
Currently receive income support/ income-related employment and support allowance / income-based job seeker’s allowance / housing benefit and become responsible for a	You would claim child tax credits	You will now claim Universal Credit

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first child		
Claim working tax credits only and household become responsible for a first child	Remain on working tax credits and claim child tax credits	Here you have a choice – you can remain on the adjusted “legacy benefit” or claim Universal Credit if you’d be better off. Please consider potential delays to payments when making your decision
Lone parent on income support and youngest child turns five	Unless another reason to stay on income support, claim income-based job seeker’s allowance	Unless you have another reason to stay on income support, you would claim Universal Credit
Claim income-based job seeker’s allowance and baby due within 11 weeks	You would claim income support	You will now claim Universal Credit
If a partner leaves or joins the household and it would mean a new claim to a “legacy benefit”, for example:		
Couple claim tax credits separately	Make separate claims for “legacy benefits”	You will now each make separate claims for Universal Credit
Lone parent on income support becomes part of a couple	Claim income-based job seeker’s allowance or income related employment support allowance	You will now claim Universal Credit as a couple
Couple on income-based job seeker’s allowance with child under five becomes a lone parent	Claim income support / income-based job seeker’s allowance	You will both now claim Universal Credit separately
Single person under pension age on ‘legacy	Claim Pension Credit until Universal Credit is fully	Claim Universal Credit when fully rolled out

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benefit(s)'. Becomes a couple with person of Pension Credit qualifying age	rolled out across the country	
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Changes relating to caring responsibilities

Change	What used to happen	What happens now
Satisfies Carer's Allowance rules which means a new "legacy benefit" claim	Claim the relevant benefit 'legacy benefit(s)' e.g. income support	You will now claim Universal Credit
Claim income support and stop being a carer	Unless another reason to stay on income support, claim income-based job seeker's allowance	You will now claim Universal Credit

Changes relating to moving area / taking up a tenancy

Change	What used to happen	What happens now
If you claim housing benefit and move into a "full service" area (in a different local authority)	You would make a new claim for housing benefit	You will now claim Universal Credit

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If you claim housing benefit and move into a “full service area” (in the same local authority area)	You would remain on housing benefit	You will now claim Universal Credit
Claiming tax credits / income support / income-related employment support allowance / income- based job seeker’s allowance and takes up a new tenancy for the first time	You would make a claim for housing benefit	You will now claim Universal Credit

Other changes

Change	What used to happen	What happens now
On income-based job seeker’s allowance and attends court / jury service	You would claim income support	You will now claim Universal Credit
On income-based job seeker’s allowance and remanded in custody	You would claim income support	You will now claim Universal Credit (although there are complications surrounding this so if this set of circumstances applies to you please speak to your advice and support worker for advice. You can reach them by calling 0191 277 1144 or emailing universal.credit@yhn.org.uk)
On income support and cease full time education	You would claim income-based job seeker’s allowance	You will now claim Universal Credit
Income and / or capital goes over a different threshold	You would claim the “legacy benefit” (depending on income /	You would claim Universal Credit (depending on income / capital rules)

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	capital rules)	
On contribution-based job seeker's allowance or employment and support allowance and believes entitled to income-based job seeker's allowance or income-related employment support allowance	You would claim income-based job seeker's allowance or income-related employment support allowance	You would claim Universal Credit (and it would be treated as a new claim)

Please remember that these are just examples and things are changing regularly and there can be instances where individual circumstances come into play – if you have any queries or concerns please don't suffer in silence, our advisors can help you, just get in touch if you need to.

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