

Full Service relocation cases

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Background

Directed by legislation, whether an office delivers Universal Credit Full Service or Universal Credit Live Service is determined by postcode.

If a claimant moves out of a postcode area where the Full Service is delivered into a postcode area where it is not, they will remain on Universal Credit Full Service.

Moving to a Universal Credit Live Service area

When a claimant reports their change of address and it is in an area that is not yet delivering the Full Service, the nearest Live Service office to deal with their claim is identified.

If the claimant is in any of the following [Labour Market regimes](#) they are required to attend the Live Service office for all appointments and interventions:

- Intensive Work Search regime
- Work Preparation regime

- Work-Focused Interview regime

However, the Full Service office still owns the claimant's account. This is the same for claimants receiving:

- [New Style Jobseeker's Allowance \(contribution-based\)](#)
- [New Style Employment and Support Allowance \(contribution-based\)](#)
- [Dual claims, that is either of the above plus Universal Credit](#)

Live claim appointment

When the claimant notifies a change of address, the Full Service office receives a To-do to inform the Live Service office that a live claim appointment needs to be booked. There is no specific live claim appointment so an appointment type for the correct duration is selected.

The Full Service office tells the Live Service office what other action they need them to take, for example:

- review the claimant's commitments
- inform the claimant to let the Full Service office know about all future changes of circumstances
- what to do if the claimant fails to attend the live claim appointment
- update the Full Service office after the claimant has attended the live claim appointment
- where applicable, they may need to explain the claimant's work-related regime

These are examples and not a full list.

Review claimant's commitments

The claimant's commitments need to be reviewed because they are subject to local labour market conditions, for example:

- transport links
- employers
- access to internet
- provision

These are examples and not a full list.

Also, a change of address may mean a change of circumstances which needs to be taken into consideration for the claimant's commitments and conditionality requirements.

The claimant's commitments at the Full Service office become inactive when the Live Service office confirms they have been reviewed and accepted by the claimant.

Light Touch regime

Claimants in the [Light Touch regime](#) would need to be considered on an individual basis. If they were being seen by a Work Coach and have been given activities/ Work Preparation that they are still expected to undertake, they would need a live claim appointment and their Commitments reviewed. This includes claimants who move to an office delivering the [In Work Progression Randomised Control Trial](#).

No Work-Related Requirements and Working Enough regimes

Claimants in the [No Work-Related Requirements](#) and [Working Enough](#) regimes will not need a live claim appointment. If their only change of circumstances is their new address, their commitments need not be reviewed.

Change of circumstances

When the claimant reports a change of circumstances, the Full Service office tells the Live Service office if any action is required. For example:

- the claimant has moved out of the No Work-Related Requirements regime and now needs appointments and interventions
- the claimant needs to provide more information
- to inform Full Service after any appointments booked as a result of the change of circumstances

These are examples, not a complete list.

Transfers from a Universal Credit Live Service office to a Full Service office

If a claimant moves from a Live Service office to a Full Service office, they will remain on Live Service until they are migrated to the Full Service. [See Transfers from Live Service to Full Service](#).

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