

Supporting Jobseeker's Allowance claimants who have received a Migration Notice: Guidance

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Introduction

Every claimant on Jobseeker's Allowance will eventually be sent a letter directing them to claim Universal Credit by a specific date. This letter is called a Migration Notice.

Not every claimant will be sent a letter at the same time, this will be done gradually.

Claimants do not need to take any action until they receive their Migration Notice.

To find more guidance on Move to Universal Credit, see: [Move to Universal Credit \(managed migration\)](#).

Claimant has received a Migration Notice

Some claimants will declare they have received a Migration Notice when attending a Jobcentre or Work Search Review Appointment.

Move to Universal Credit has not already been discussed with the claimant

Check that the claimant has read their Migration Notice and understands:

- what it is directing them to do
- when they need to make a claim to Universal Credit by
- the consequences of not claiming by the deadline on their letter
- the support available to help them claim

Where the claimant is unsure about the content of the letter and what they need to do, use the information in Explaining Move to Universal Credit to a claimant.

After confirming that the claimant understands the actions they need to take, discuss any additional support the claimant might need and answer any additional questions they may have.

Move to Universal Credit has already been discussed with the claimant

Discuss the following with the claimant:

- the steps they have been taking towards making a claim since their last appointment
- any additional support the claimant might need to help them make a claim
- any additional questions the claimant might have about Move to Universal Credit

Explaining Move to Universal Credit to a claimant

The claimant has received a migration notice because they are currently claiming one or more of the following benefits:

- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit
- Child Tax Credit

Universal Credit has now replaced these benefits.

The claimant's current benefits are going to stop, so it is important that they make a claim to Universal Credit by the deadline date on their migration notice in order to continue receiving financial support.

Other benefits, such as Personal Independent Payments (PIP), will not be affected by these changes and will continue as normal.

If the claimant does not make a claim by their deadline

Income-based Jobseeker's Allowance (JSA), Income-related Employment and Support Allowance (ESA), Housing Benefit and Income Support will continue to be paid for 2 weeks after the deadline date on their Migration Notice. After this, all payments from these benefits will stop.

Any Tax Credit payments they currently receive will stop immediately after their deadline date.

If the claimant makes a claim before their deadline

Income-based Jobseeker's Allowance (JSA), Income-related Employment and Support Allowance (ESA), Housing Benefit and Income Support will continue to be paid for the first 2 weeks of their Universal Credit claim.

These payments will not be deducted from their Universal Credit.

Any Tax Credit payments they currently receive will stop immediately after their Universal Credit claim is made.

Additional information

Additional information and support are available at the move to Universal Credit website www.gov.uk/dwp/move-to-uc(link is external).

There is also a dedicated Move to Universal Credit telephone line. See: migration notice helpline details.

Claimants who need additional support with making a claim to Universal Credit

Where a claimant is not able or confident in making an online claim to Universal Credit without support, explore the different types of support available to them, including:

Assisted digital Help to claim Citizens Advice support from a friend or family member

Claimant has additional questions about Move to Universal Credit

Where a claimant has additional questions, use the following guidance to help you answer their queries: [Move to Universal Credit \(managed migration\): Claimant queries and support: Guidance](#).

Jobseeker's Agreements and Claimant Commitments

Claimants must never be mandated to claim Universal Credit as part of a Jobseeker's Agreement or Claimant Commitment.

This also cannot be added as a voluntary activity.

It is up to the claimant to decide when and if they are going to claim based on the information given in their migration notice.

On the claimant's claim by date, their current legacy benefits will stop. This means they will need to claim Universal Credit if they want to continue receiving financial support after this date.

Claimant loses their Migration Notice

DWP are unable to issue copies of the Migration Notice to the claimant.

If the claimant loses their letter and wants to know specific information about their deadline, they must contact the Migration Notice helpline.

The claimant will be sent a reminder letter 7 weeks after their Migration Notice. This letter will re-iterate all of the information the claimant needs including what benefits are ending and their deadline.