

Help us share information to support homeless and no fixed abode customers who receive Employment and Support Allowance (ESA)

Some benefits are ending and being replaced by Universal Credit.

Please can you help the Department for Work and Pensions (DWP) by sharing this information with homeless and no fixed abode customers whenever you engage with them. It is about important benefit changes that may affect their payments. We do not want them to miss out or lose their benefits.

Customers will not automatically be moved to Universal Credit, they will have to make a claim.

The application process:

- Customers should receive a **Migration Notice letter** (an official DWP letter) which will be sent to their correspondence address. This letter contains all the information they need to make a claim to move to **Universal Credit**. They should not make a claim without it.
- It is important customers make a claim to Universal Credit by their **Migration Notice letter** deadline to protect their entitlement to **Transitional Protection** (financial protection for customers moving to Universal Credit) and continue to receive financial support beyond the letter deadline.
- If the customer has not received a letter, or if they need support to make a claim, they should ring the free **Move to Universal Credit helpline** on **0800 169 0328** as soon as possible. If they do not have access to a telephone, they can:
 - Visit their local Jobcentre Plus.
 - Visit a charity which supports customers to make an application. You may be a charity, be able to direct them to a charity, or direct them to Citizens Advice who offer help to claim at citizensadvice.org.uk/benefits/universal-credit/claiming/contact-us-about-universal-credit
 - Speak to their outreach or support worker if they have one.

Customers should be made aware that once they have claimed Universal Credit, they will not be able to return to their old benefits.

We understand not all customers have digital access, ID documents or a correspondence address. They do not need to worry, support is available to help everyone. More information, including step-by-step guides on how to make a claim, support and independent advice, can be found on our website at ucmove.campaign.gov.uk/toolkit. You may be able to show them information from this website, help them access it or support them to make their claim.

Thank you for your support in helping raise awareness of the Move to Universal Credit for this audience.