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| **A CHANGE IN EMPLOYMENT STATUS** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| If not already claiming Child Tax Credits but on Income-based Jobseeker's Allowance, Income Support or Income-related Employment Support Allowance and start work with enough hours to satisfy Working Tax Credit conditions | Claim Working Tax Credit | Claim Universal Credit |
| If not already claiming Child Tax Credits but on legacy benefit such as Income-based Jobseeker's Allowance and Housing Benefit and start work but not enough hours to satisfy Working Tax Credit | 'Legacy benefits' adjusted | Choice - remain on adjusted 'legacy benefit' or claim Universal Credit if you will be better off |
| If already claiming Child Tax Credits, on income based legacy benefits and start work with enough hours to satisfy Working Tax Credit conditions | Remain on existing benefits and add Working Tax Credit | Choice - remain on adjusted existing benefits or claim Universal Credit if you will be better off |
| On Working Tax Credit and hours fall below 16 | Claim Income Support, Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance | Claim Universal Credit |
| On Income-related Employment and Support Allowance and hours increase over 16 | Potential Working Tax Credit claim | Claim Universal Credit |
| On Child Tax Credit and start work to satisfy Working Tax Credit rules | Add Working Tax Credit | Remain on Child Tax Credit and claim Working Tax Credit |
| On Working Tax Credit and increase hours | Stay on Working Tax Credit | Choice - remain on adjusted 'legacy benefit' or claim Universal Credit if you will be better off |
| On Working Tax Credit and become sick | Claim Income-related Employment and Support Allowance | Claim Universal Credit |
| **A CHANGE IN FAMILY CIRCUMSTANCES** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| On Income Support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance or Housing Benefit and household becomes responsible for a first child | Claim Child Tax Credit | Claim Universal Credit |
| On Working Tax Credit only and household becomes responsible for a first child | Remain on Tax Credit and claim Child Tax Credit | Choice - remain on adjusted 'legacy benefit' or claim Universal Credit if you will be better off |
| Lone parent on Income Support and youngest child turns 5 years old | Unless there is another reason to stay on Income Support, claim Income-based Jobseeker's Allowance | Unless there is another reason to stay on Income Support, claim Universal Credit |
| On Income-based Jobseeker's Allowance and baby due within 11 weeks | Claim Income Support | Claim Universal Credit |
| On Child Tax Credit (with or without WTC) and have another child or go from 2 to 1 | Remain on Tax Credit and continue to claim Child Tax Credit | Choice - remain on adjusted 'legacy benefits' or claim Universal Credit if you will be better off (note: you can't currently claim UC if you have 3 or more children). |
| **A PARTNER LEAVING OR JOINING THE HOUSEHOLD** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| Couple on Tax Credits separate | Make separate claim for 'legacy benefits' | Both claim Universal Credit as single people |
| Lone parent on Income Support and Child Tax Credit forms a couple with a partner working less than 24 hours a week | Claim Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance and make new Tax Credit claim as a couple | Claim Universal Credit as a couple |
| Lone parent on Income Support and Child Tax Credit forms a couple with a partner working 24 or more hours a week | Make a new Tax Credit claim as a couple | Claim Universal Credit as a couple |
| Couple on Income-based Jobseeker's Allowance with child under 5 become lone parents | Claim Income Support or Income-based Jobseeker's Allowance | Both claim Universal Credit as single people |
| Single person under pension age on 'legacy benefits' becomes a couple with person of Pension Credit qualifying age | Claim Pension Credit until Universal Credit is fully rolled out across the country | Claim Universal Credit when fully rolled out |
| **STARTING OR STOPPING BEING A CARER** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| Satisfies Carer's Allowance rules which means a new 'legacy benefit' claim | Claim the relevant 'legacy benefits' | Claim Universal Credit |
| Carer on Income Support stops being a carer | Unless there is a reason to stay on Income Support, claim Jobseeker's Allowance | Claim Universal Credit |
| **STARTING OR STOPPING A CLAIM BASED ON DISABILITY** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| On Income-related Employment Support Allowance and fails Work Capability Assessment | Claim Income-based Jobseeker's Allowance | Claim Universal Credit. If you challenge Work Capability Assessment and win, remain on Universal Credit |
| On Income-based Jobseeker's Allowance and become sick | Claim Income-related Employment and Support Allowance | Claim Universal Credit |
| **RENEWING OR MAKING SMALL CHANGES TO TAX CREDITS** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| Tax Credit renewal  | Remain on Tax Credit | Choice - remain on adjusted 'legacy benefit' or claim Universal Credit if you will be better off |
| On Tax Credit and change does not lead to a claim for a new 'legacy benefit' for example less income | Remain on Tax Credit | Choice - remain on adjusted 'legacy benefit' or claim Universal Credit if you will be better off |
| **MOVING HOME AND TAKING UP A NEW TENANCY** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| Housing Benefit claimant moves into a new local authority | New claim for Housing Benefit | Claim Universal Credit |
| Housing Benefit claimant moves within the same local authority | Remain on Housing Benefit | Choice - remain on adjusted 'legacy benefit' or claim Universal Credit if you will be better off |
| On Tax Credit, Income Support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance and take up a new tenancy for the first time | Claim Housing Benefit | Claim Universal Credit |
| **OTHER CHANGES** |
| **Change in circumstances** | **What happens before Universal Credit Full Service?** | **What happens in Universal Credit Full Service areas?** |
| On Income-based Jobseeker's Allowance and attends court or jury service | Claim Income Support | Claim Universal Credit |
| On Income-based Jobseeker's Allowance and remanded in custody | Claim Income Support | Claim Universal Credit |
| On Income Support and cease full time education | Claim Income-based Jobseeker's Allowance | Claim Universal Credit |
| On Contribution-based Jobseeker's Allowance or Employment and Support Allowance and believed to be entitled to Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance | Claim Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance |  |