

Eligibility Deskaid

This deskaid should be used to run through the following eligibility criteria with a claimant who presents face to face in order to signpost the claimant to correct. You should point out to the claimant that some of the questions you ask may be repeated should they make a Universal Credit claim.

- 1. Where you live** – Universal Credit only covers certain geographical areas. Claimants living outside of the post code areas cannot claim Universal Credit. Please refer to the full list of postcodes for further details.

- 2. Personal Circumstances** - To claim Universal Credit the claimant must:

be single	not be pregnant;
a GB national and normally resident in GB	not have given birth within the last 15 weeks
have a valid NINO (excludes temporary NINOs) be	not have responsibility for children (including adopting or fostering a child) or provide care for any other person
be aged between 18 years old and 60 years and 6 months	not be required by the Child Maintenance Enforcement Commission (CMEC) to pay child maintenance
have a bank or building society account or Post Office Card Account	not have a fit note (unless Work Capability Assessment [WCA] confirmed found fit for work)
not be homeless or in supported accommodation	not be in a period of self-certification awaiting a fit note
not own their own home (including part ownership)	not be making the claim through a Personal Acting Body (PAB)/Corporate Acting Body (CAB)
not have more than £6000 in Savings and Capital	not be a Company Director or in a limited liability partnership

- 3. Current Benefit Status** - A claim to Universal Credit cannot be made if the claimant is currently receiving any of the following benefits:

Job Seekers Allowance (JSA)	Severe Disablement Allowance (SDA)
Employment Support Allowance (ESA)	Income Support (IS)
Incapacity Benefit (IB)	

or waiting to hear about a claim to any of the following benefits:

Job Seekers Allowance (JSA)	Working Tax Credit (WTC)
Employment Support Allowance (ESA)	Housing Benefit (HB)
Income Support (IS)	

or is waiting to hear about an Appeal or Reconsideration for any of the following benefits:

Job Seekers Allowance (JSA)	Severe Disablement Allowance (SDA)
Employment Support Allowance (ESA)	Working Tax Credit (WTC)
Income Support (IS)	Child Tax Credit (CTC)
Incapacity Benefit (IB)	Housing Benefit (HB)

Disability Benefits - To claim UC the claimant must not be entitled to Disability Living Allowance (DLA), Personal Independence Payment (PIP) or Carers Allowance (CA).

4. Employment/Education status - To claim Universal Credit the claimant must:

not be self employed
not be in any form of education or training
not expect to commence education or training in the next month
be out of work or in work but does not expect to have net earnings (from employment) in the next month exceeding £330.

If the claimant is entitled to JSA, ESA, IS, IB WTC, CTC, HB and their enquiry is about those benefits then the agent should signpost the claimant to the relevant department as follows:

JSA, ESA, IS, IB by telephone (<i>LA to insert local enquiry number</i>)	HB (Refer to One Stop Shop or Local Council Phone number)
WTC, CTC (HMRC 'Tax Credit Help Line' 0845 300 3900)	