

## **Universal Credit Triage Forms**

Leicester City Council has designed and implemented two separate 'checkers' on their website designed to signpost users if their circumstances suggest they may have to make a new claim for Universal Credit.

### **Housing Benefit Checker**

Users are directed to the Housing Benefit Eligibility Checker when clicking a link to make a new claim for Housing Benefit on the Council website. This checker asks 3 separate questions, based on the user's answers it will then signpost the user to either make a claim for Housing Benefit (if eligible), for Universal Credit, or both if resident in specified or temporary accommodation. The purpose of this checker is to inform customers of their eligibility to claim Universal Credit and to minimise incorrect new claims for Housing Benefit.

Users are able to circumvent the form if they wish to claim Council Tax Support only, and correctly answering questions on their circumstances will guide them to complete a shortened Council Tax Support only claim form.

[https://my.leicester.gov.uk/service/Housing\\_Benefit\\_Eligibility\\_Checker](https://my.leicester.gov.uk/service/Housing_Benefit_Eligibility_Checker)

### **Universal Credit Eligibility Checker**

Users are directed to the Universal Credit Eligibility Checker when clicking a link to report a change of circumstances relating to their Housing Benefit and/or Council Tax Support claim on the Council website. The checker asks users to identify what benefits users are currently claiming in order to ask relevant questions around their change. Should their change prove to be 'significant', then they will be advised that they should now claim Universal Credit as their change has triggered migration. The purpose of this checker is to signpost claimants to claim Universal Credit where appropriate based on their own personal circumstances. After completing the UC Eligibility Checker, claimants should continue to report their changes online to us for Housing Benefit and Council Tax Support purposes as previously.

The form does not provide detailed guidance on, for example, whether a claimant may be better off by voluntarily ending their legacy benefit claim and claiming Universal Credit, and does not replace specialist benefit advice. Claimants are signposted to the Leicester City Council UC web page which provides guidance and links to additional support including social welfare advice providers.

[https://my.leicester.gov.uk/service/Universal\\_Credit\\_Eligibility\\_Checker](https://my.leicester.gov.uk/service/Universal_Credit_Eligibility_Checker)

Please send any feedback or suggestions regarding these forms to [james.rattenberry@leicester.gov.uk](mailto:james.rattenberry@leicester.gov.uk).