Special rules when applying for Universal Credit

This leaflet will tell you how to apply in specific situations

Easy read booklet

citizens advice Plymouth

This leaflet has information about special rules that apply to Universal Credit.

It will tell you who is allowed to get Universal Credit under these rules.

Contents	**Page**

Glossary (Word List)

Benefits	Money paid by the Government to support you with different regular costs.
Benefit Calculator	An online tool that can be used to estimate benefit entitlement - this means **which benefits you are allowed to claim** and how much money you will get.
Biometric Residence Permit	A physical, official card that was used to show your **immigration status.**
Claimant Commitment	An agreement between you and your work coach of things you will do in order to get your Universal Credit money.
Help to Claim	Help to Claim is a **free help** from Citizens Advice. It can support you through the stages in a Universal Credit claim up to the first correct payment.

Higher Education	A level of education usually taught at Universities or specialist colleges, referred to officially as 'Level 4.
Home Office	The United Kingdom's Ministry for Immigration, passports and border security.
Humanitarian Protection	Permission to stay in the country, granted to a person who would face serious risk to life if they were to return to the country they came from.
Indefinite leave to remain	Settlement in the UK for non-EEA Nationals.
Joint Claim	A Universal Credit claim for a couple living together.
Limited Capability for Work	You have a heath condition that makes it harder for you to work.

Pension Credit	A benefit for people who have reached state pension age and are on a low income.
Pre-settled status	A temporary immigration status granted to EU, EEA, or Swiss citizens who were living in the UK by 31 December 2020 but had not yet completed five years of continuous residence.
Public Funds	Benefits and other money given to you by the government.
Refugee Status	A protective status granted to people who are forced to flee their country due to persecution, war, or violence.
Right of Abode	The right to live or work in the UK without any immigration restrictions.
Right to Reside	The legal right to live in the UK.

Settled status	Indefinite leave to remain for EU citizens and their families.
SR1 Form	A form completed by a medical professional to fast-track a benefit application for someone who is terminally ill.
State Pension Age	The earliest age at which you can begin to claim your state pension. It is currently 66, but will change to 67 between 2026-2028.
Universal Credit	A benefit that you might be eligible to claim if you are out of work or on a low income.
Visa	A document that gives permission for someone from one country to enter, stay or travel in another country.
Work capability assessment	An assessment completed by the DWP to see how your health or disability impacts your ability to work.

If you are 16 or 17

You can apply if:

You have a **disability or health condition.**

You **care for someone** who gets a benefit for their disability or health condition.

You **have children**, or you live with your partner who has children.

You are **pregnant** and will have your baby in the next 11 weeks.

You **do not** have any **adults** living with or **looking after you**, like parents or foster carers.

If you are in full-time education or training

You can apply if:

If you do not have a **parent or other adult** looking after you. This applies if you are under 21 and in **non-advanced education.**

You have been assessed as having limited capability for work **before starting your course** and get another disability benefit (such as PIP)

You **live with your partner** and they are allowed to apply for Universal Credit.

You are **responsible for a child**, either by yourself, or as part of a couple.

You might be able to get Universal Credit if you are studying **part-time** and available for work.

What is advanced and non advanced education?

Non-advanced education is usually taught at schools and colleges. It is anything below **higher education**.

Examples of non-advanced education are:

- GCSE, A-Level, AS Level, and T-Level.
- BTEC, NVQ, award, certificate or diploma (up to level 3)

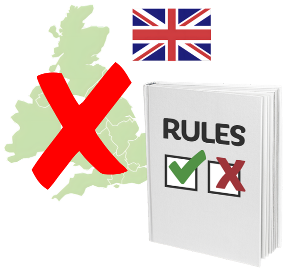
Advanced education is anything above A-Level or **equivalent,** like a University Degree.

If you are **not sure** whether your education is advanced, non-advanced, or counts as full-time, **ask your place of study for help**, or get advice from **Help to Claim.**

If you are not a UK Citizen

The UK Government must have decided you are allowed to be paid from Government money called **public funds**. All **benefits** are **public funds.**

If you are a **UK Citizen**, you are allowed to be paid **benefits**.



If you are **not a UK Citizen**, there are **different rules**. More information is on the **next page (11).**

If you are not a UK Citizen

You can apply if:

You have **settled status** from the **EU settlement scheme.**

You have **pre-settled status** from the EU settlement scheme and a **right to reside.**

You have **refugee status** or **humanitarian protection.**

You have **right of abode.**

You have **indefinite leave to remain** (unless you came to the UK on an adult dependent relative visa).

If none of these things apply to you, **check your immigration documents** to see if you can apply.

Immigration documents to check:

Check your **biometric residence permit**, **decision letter** from the Home Office, or **online immigration status**.

If it says ‘**no public funds**’ or ‘no recourse to public funds’ on your documents, you cannot apply for benefits.

If you came to the UK as a **visitor**, you cannot apply.

If you need more advice, you can contact your **local citizens advice**, or visit the **Citizens Advice Website.**

If your visa has ended:

If you applied for Universal Credit **before your visa ended**, you have the **same rules as your old visa**.

If you did not apply before your **old visa ended**, you cannot apply until you have a **new visa** in place.

If you get any other benefits, you must tell the DWP that your visa has ended.

If you are in a couple where one of you is over state pension age:

If you are in a couple where one of you has reached **state pension age**, you will still need to make a **joint claim.**

For more information see our easy read guide 'Applying for Universal Credit as part of a couple'.

If you or your partner is receiving **pension credit**, this will **stop** once you make a Universal Credit claim.

Sometimes you will be better off on pension credit - you can use a **benefit calculator** to check.

Your Universal Credit claim will stop when you have **both** reached state pension age.

If you are nearing the end of life

If you're nearing the end of life, for example due to an illness, you might be able to get more Universal Credit quickly.

Your **doctor or medical professional** has to say that you have **12 months or less** to live.

A medical professional will fill in **a form called SR1** - which they can either give to you or directly to the DWP.

If you **apply online**, you'll be asked if a medical professional has said you might have 12 months or less to live.

When applying under these circumstances, you will not need to have a **work capability assessment** or make a **claimant commitment.**

How to get help with applying

You can ask someone you trust to help you apply. You could ask your partner, someone who supports you, or a friend or family member.

You can visit a Job Centre for help.

You can call the Universal Credit helpline.

There is a free Citizens Advice service to help you apply called **Help to Claim.** Help to Claim is able to help with lots of things.

Help to Claim can:

Tell you if you are allowed to be paid from Universal Credit.

Tell you how much money you should get from Universal Credit.

Answer questions about what things mean and help if you feel worried.

Help you make a phone claim.

Check your first Universal Credit payment is right and help you if it is wrong.

Explain what will happen after you apply.

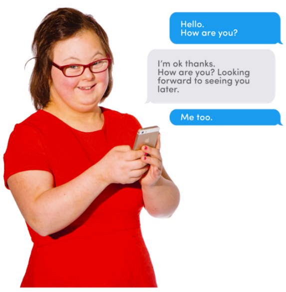
Help to Claim can help you prepare for your interview at the JobCentre.

You can talk to Help to Claim from 8am-6pm, Monday - Friday.

The Help to Claim phone number is:
England: **0800 144 8 444**
Scotland: **0800 023 2581**
Wales: **08000 241 220**

Call the Wales number to speak to a Welsh speaking adviser. If you speak a different language, you can ask for a **translator**.

You also can speak to an adviser on **webchat**, or use our British Sign Language **(BSL)** service. You should visit the Citizens Advice website to do this.



If you can't hear or speak on the phone, you can call **Relay UK** and type what you want to say:
England : **18001 then 0800 144 8 444**
Wales : **18001 then 08000 241 220**

Citizens Advice helps people find a way forward.

Citizens Advice Plymouth is a charity.

We give advice for free to help people with their problems.

We will not judge you and we will treat you fairly.

You can get help if you live, work or study in England and Wales.

You can get help in person, by phone or online.

citizensadviceplymouth.org.uk

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