Manually calculating the transitional protection top-up payment for Move to Universal Credit (managed migration)

Note: This section must **only** be used by the agents working on Move to Universal Credit (managed migration).

Background

Before completing a Transitional Protection calculation, you must have considered backdating the Universal Credit claim and applied this where needed.
See: Backdating a Universal Credit claim.

Once backdating has been considered and applied where necessary, Move case managers must provide any support needed to ensure that other outstanding to-dos are completed.

It is important that all verification to-dos are completed on time so that the claimant's Transitional Protection top-up payment can be calculated. This includes housing, capital, and children.

Once all necessary verification to-do's have been completed, the 'Calculate transitional protection' to-do will appear in the 'Payment accuracy' section of the agent dashboard on the Universal Credit service.

Most calculations can be completed using the following instructions: Calculate Transitional Protection. However, there may be an instance where a fully manual calculation is required.

Fully manual calculation is required

Before starting a calculation, it is important that all the relevant information has been received. This includes any MGP1 forms that may have been sent to HMRC or the Local Authority, and any outstanding 'Notify existing benefit' or 'Record Child Benefit' to-dos.

Post-termination claims

Where a claimant's legacy benefits were terminated, but they made a claim within 1 month of their migration deadline date, a 'Notify existing benefits' to-do will not have been generated. In these cases, a 'Post-termination claim TP request' e-mail will have been sent to the working age team.

In these cases, agents must not start a TP calculation until the required information has been returned by the working age team.

Agent action

Use this process alongside the 'Calculate transitional protection' to-do and calculate the amount of TP top-up payment the claimant is entitled to.

To help make the calculation process as easy as possible, before opening the to-do, identify and open any MGP1 forms, 'Notify existing benefit' to-dos, and 'Post-termination claim TP request' information. You will need to refer to these throughout the process.

Any post-termination claim TP information will be saved in sharepoint under the following naming convention:

- claimantfirstname_claimantsurname_completed_Post_Term_Claim_WA

Section 1: Claimant details

1.1: Is this a re-calculation of Transitional Protection?

Yes: go to 1.2

No: go to 1.3

1.2: Take the following action:

Access the Move Service and select 'Claimants' from the tool bar at the top of the screen.

Search for the claimant using their Move to Universal Credit claimant reference number.

Once you have found the claimant record, access the 'History' tab.

Locate and select the entry titled 'Transitional Protection calculated'.

Under the heading 'Check for errors' select the option 'recalculate transitional protection'.

Go to 1.5

1.3: Are any of the following to-dos outstanding on the Universal Credit claim?

- Check further education eligibility
- Calculate student income
- Make a decision (student income)

- Report this – Other income

Yes: do not proceed with the transitional protection calculation until these to-dos are completed.

No: go to 1.4

1.4: Access the 'Calculate Transitional Protection' to-do

The to-do appears in the claimant 'Overview' tab and the 'Payment accuracy' section of the agent dashboard of the Universal Credit service.

After selecting the to-do, you will be taken to the Move Service. If you are not already signed into the Move Service, you will need to sign in. You will then be taken to the first page of the to-do.

Go to 1.5

1.5: Record the claimant's date of birth

This can be found in the 'Claimant details' dropdown on the Move Service.

1.6: Record the claimant's gender

This can be found in CIS (searchlight).

Copy the claimant's NINo from the Move service and paste this into CIS (searchlight) to find the claimant's details.

1.7: Is the claimant a carer?

Where the claimant was in receipt of Income Support IS, Jobseekers Allowance (income based) JSA (IB) or Employment and Support Allowance (income related) ESA (IR), this information can be found by checking the 'Agent Notes' section of the completed 'Notify existing benefits' to-do, or in the 'Post-termination claim TP request' information where the claim was made after the migration deadline.

If the claimant was not in receipt of IS, JSA (IB) or ESA (IR), there will not be a 'Notify existing benefits' to-do. In these cases, answer 'No' when asked 'Is the claimant a carer?'.

1.8: Does the claimant have limited capability for work?

Where the claimant was in receipt of IS, JSA (IB) or ESA (IR), this information can be found in the 'Agent Notes' section of the completed 'Notify existing benefits' to-do, or in the 'Post-termination claim TP request' information.

You must identify and record if the claimant has Limited Capability for Work (LCW) or Limited Capability for Work and Work-related Activity (LCWRA).

If the claimant was not in receipt of IS, JSA (IB) or ESA (IR) and there is no 'Notify existing benefits' to-do:

- select 'No'
- go to section 2

If the claimant has LCW:

- select 'LCW'
- go to 1.9

If the claimant has 'LCWRA':

- select 'LCWRA'
- go to section 2

If the claimant has 'No LCW' (they are fit for work):

- select 'No'
- go to section 2

If there is a 'Notify existing benefits' to-do or post-termination claim TP information, but there is no mention anywhere of LCW or LCWRA:

- select 'No'
- go to section 2

1.9: Record the claimant's Employment and Support Allowance (ESA) start date

This information can be found in the completed 'Notify existing benefits' to-do, or in the 'Post-termination claim TP request' information where the claim was made after the migration deadline date.

Go to section 2.

Section 2: Existing benefits

After completing the initial claimant information, you will see the 'Benefits or awards' screen:

You can select a benefit or award from the dropdown list under 'Type'.

Selecting 'Add a benefit or award' will allow you to record another benefit that the claimant is in receipt of.

Depending on the benefits a claimant is in receipt of, to complete this section, you may need to use information from:

- the returned and completed HMRC MGP1 form

- the returned and completed MGP1 LA form

- the completed 'Notify existing benefits' to-do

- the returned 'Post-termination claim TP' information (found in sharepoint under naming convention:

    - claimantfirstname_claimantsurname_completed_Post_Term_Claim_WA

- the CIS (Searchlight) 'Benefits' tab

Important: You must ignore the details that the claimant declared as part of their Universal Credit claim. There is no need to cross check information with the service.

Follow the steps below to record all of the benefits that the claimant is currently in receipt of in the 'Benefits or awards' section

Important: the calculator automatically understands the frequency of each benefit. Therefore, you do not need to worry about trying to work out a monthly figure for each benefit.

2.1: Is the claimant in receipt of Tax Credits?

Yes: go to 2.2

No: go to 2.3

2.2: Take the following action:

- locate Tax Credits details in the returned HMRC MGP1 form (this can be found in the sharepoint folders)

- record the required details in the TP calculator

Go to 2.3

2.3: Is the claimant in receipt of Housing Benefit?

Yes: go to 2.4

No: got to 2.5

2.4: Take the following action:

- locate Housing Benefit details in the returned MGP1 LA form (this can be found in the sharepoint folders)

- record the required details in the TP calculator

Important: The form will contain the amount of HB the claimant receives in row 27. The frequency of payment is shown in row 28 (This is the frequency that must be recorded in the calculator).

Go to 2.5

2.5: Is there an outstanding or completed 'Record Child Benefit' to-do on the Universal Credit service?

Yes: go to 2.6

No: go to 2.9

2.6: Has the to-do been completed?

Yes: go to 2.7

No: go to 2.8

2.7: Record the Child Benefit details in the TP calculator

Important: the details in the completed 'Record Child Benefit' to-do will be recorded as a weekly amount.

Go to 2.9

2.8: You must wait for this to be completed by the CBOL team before continuing with the calculation

2.9: Is the claimant in receipt of JSA, ESA or IS?

Yes: go to 2.10

No: go to 2.11

2.10: Take the following action:

Record all other benefits and awards that the claimant is in receipt of, not just JSA, ESA, IS. This includes awards of Personal Independence Payment (PIP), Carer's Allowance etc.

This benefit information can be found in the completed 'Notify existing benefits' to-do on the Universal Credit service. Some of this information may be recorded in the 'Agent notes' section of the to-do.

If the claim was made after the claimant's migration deadline date, the information can be found in the post-termination claim TP information provided by working age.

Important: If the claimant is in receipt of both ESA (IB) and ESA (C), record both amounts that are shown in the 'Notify existing benefits' to-do or post-termination TP information as normal.

Example: The 'Notify existing benefits' to-do or post-termination TP information shows the claimant is receiving £150 of ESA (IB) and £120 of ESA (C).

In the calculator record both amounts, £150 ESA (IB) and £120 ESA (C).

Once all the claimant's current benefits have been recorded, click 'Continue'.

Go to section 3.

2.11: Take the following action:

Record all other benefits and awards that the claimant is in receipt of. This includes awards of Personal Independence Payment (PIP), Carer's Allowance etc.

This information can be found by accessing the 'Benefits' tab in CIS (Searchlight).

Important: To ensure that you are recording the correct award amount for each benefit, cross check the claimant's Universal Credit claim start date against the 'Award start date' and 'Award end date' in CIS. You can view previous award periods by selecting the 'View other awards' button and use this to identify which award period the claimant's Universal Credit claim date falls into.

Example: If the claimant's Universal Credit claim date was 15 March 2023, you would need to find the award period which covers that date. In this case, an award period of '9 May 2022 – 1 April 2023' would cover that claim date. Whereas an award period that started on 2 April 2023 would be after the UC claim date and the award amount would be incorrect.

Note: If CIS shows that the claimant is currently in receipt of any bereavement related benefits, this must be recorded in the to-do as 'Bereavement Support Payment'. This includes Widowed Parent's Allowance, Bereavement Allowance (previously Widow's Pension), Bereavement Payment, and Bereavement Benefit.

Once all of the claimant's current benefits have been recorded, click 'Continue'.

Go to section 3.

Section 3: Personal circumstances

If you have MGP1 forms from HMRC and/or the Local Authority, keep them open as you will need to refer to them throughout this section.

3.1: Record the claimant's employment status

Ignore the option that says 'Exempt'. Claimants must be recorded as either 'Working' or 'Not working'.

If the claimant is in receipt of Tax Credits, this information can be found by checking section 2 of the completed HMRC MGP1. If the claimant has either employed earnings or self-employed earnings, record that they are working. If both figures are '0', record that they are not working.

If the claimant is not in receipt of Tax Credits, check the 'Agent notes' section of the 'Notify existing benefit' to-do, or the completed post-termination claim TP information document. If there is no mention of employed or self-employed earnings, this means the claimant is not working.

If the claimant is working, go to 3.2

If the claimant is not working, go to 3.5

3.2: Is the claimant in receipt of Tax Credits? (There will be a HMRC MGP1 for Tax Credits claimants)

Yes: go to 3.3

No: go to 3.4

3.3: Record the claimant's net monthly earnings

This amount can be found in section 3 of the completed HMRC MGP1.

Go to 3.5

3.4: Record the claimant's net monthly earnings

You must calculate the claimant's monthly earnings as the amount provided in the 'Notify existing benefits' to-do or post-termination claim TP information will be a weekly figure.

Take the figure provided, multiply it by 52 and divide it by 12. This will give you a monthly earnings figure. (Round up to the answer to the nearest penny where required)

Enter the answer into the 'Calculate transitional protection' to-do.

Go to 3.5

3.5: Does the claimant have children?

If the claimant is not in receipt of Tax Credits and there is no MGP1 from HMRC:
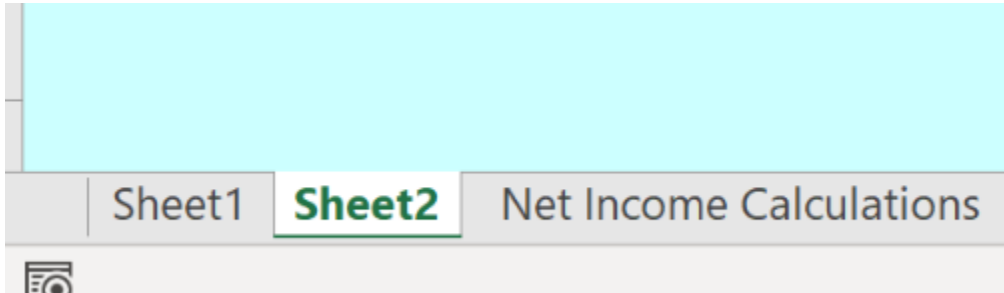
- answer 'No' to the question

- go to 3.10

If the claimant is in receipt of Tax Credits, to check whether they have children:

- access the HMRC MGP1

- select 'Sheet 2' in the bottom left of the screen to show 'Section 4: Children details'

- If there are any details recorded in this section, this means that the claimant has children

If the claimant has children, go to 3.6

If the claimant does not have children, go to 3.10

3.6: Record details for each child

Use 'Sheet 2' of the MGP1 to help you record the details for each child.

If an exception code has been recorded for a child, this means that they are exempt from the child rule.

If the claimant is in receipt of DWP benefits, the gender of each child can be found in the 'Agent notes' section of the completed 'Notify existing benefits' to-do on the Universal Credit service, or in the post-termination TP information.

If the gender of the child is unknown, select 'Unknown'. This is usually when the claimant is in receipt of Tax Credits only or Tax Credits and Housing Benefit only.

Claimant's children details

Child 1

Gender

Find this information on the HMRC MGP1.

○ Male

○ Female

○ Unknown

Date of birth

Find this information on the HMRC MGP1.
For example, 12 04 2010

Day   Month   Year

| 12 | | 04 | | 2010 |

Exempt from child rule

Find this information on the HMRC MGP1.

○ Yes   ● No

Section 4 - Children Details

Surname	
Forename	
Middle Name	
Child is receiving disablity element	
Child is receiving DLA high care component	
DOB	
Exception Code	
DOD	

3.7: Does the claimant have children in childcare?

If the claimant is in receipt of Tax Credits, this information can be found in section 2 of the HMRC MGP1 under 'Number of Children in Childcare'.

If this number is greater than zero, the claimant has children in childcare.

If the claimant has children in childcare, go to 3.8

If the claimant does not have children in childcare, go to 3.9

3.8: Does the claimant pay childcare costs?

If the claimant is in receipt of Tax Credits, this information can be found in section 2 of the HMRC MGP1 under 'Weekly childcare costs'.

3.9: Children receiving Tax Credit disability

To check whether a child is receiving Tax Credit disability element, access 'Sheet 2' of the HMRC MGP1.

Check the line which reads 'Child is receiving disability element'. If this line says 'Yes', they are receiving a disability element.

Child is receiving disablity element	

Once you have established whether the child is receiving the disability element, to find out which rate the child is receiving, check the line that reads 'Child is receiving DLA high care component'.

If the box says 'Yes', they are receiving the higher rate. If the box says 'No' or is blank, they are receiving the lower rate.

Once checked, record in the calculator how many children are receiving each rate.

3.10: Does the claimant have a partner?

- Answer 'No' to this question

- Go to section 4

Section 4: Household details

4.1: Record UC claim date

This information can be found on the Universal Credit service by checking the 'Started' date in the 'Claim summary' on the individual's claim.

4.2: Record the claimant's post code

You must use the post code held on the Move Service.

Do not use the post code held on the Universal Credit service.

4.3: Does the household have savings?

Before answering this question, determine if the claimant is a Tax Credits only claimant by checking the 'Move summary' dropdown on the claimant's record.

If the 'Award' column shows that the claimant is only receiving Child Tax Credits (CTC), Working Tax Credits (WTC), or both, this means that they are a Tax Credit only claimant.

If the 'Award' column contains JSA, ESA, IS or HB alongside/instead of CTC or WTC, this means that they are in receipt of other benefits and not Tax Credits only.

4.4: Is the claimant a Tax Credits only claimant?

Yes: go to 4.5

No: go to 4.6

4.5: Take the following action:

- answer 'No' to the question 'Does the household have savings?'

Go to 4.12

4.6: Take the following action:

- check the 'Agent notes' section of the 'Notify existing benefits' to-do or the post-termination claim TP information to see if the claimant has any savings

4.7: Have any savings / capital been recorded in the 'Notify existing benefits' to-do or post-termination claim TP information?

Yes: go to 4.8

No: go to 4.11

4.8: Have any of or all the savings been marked as 'disregarded'?

Any savings / capital that has been disregarded will be clearly marked.

No savings / capital has been disregarded: **go to 4.9**

Some savings / capital has been disregarded: **go to 4.10**

All savings / capital has been disregarded: **go to 4.11**

4.9: Take the following action:

- answer 'yes' to the question 'Does the household have savings?'

- record the total amount of savings / capital and continue

Go to 4.12

4.10: Take the following action:

- answer 'yes' to the question 'Does the household have savings?'

- calculate the total amount of savings / capital that has not been disregarded (so if any capital has been marked as disregarded, do not include it in the calculation)

- record the final figure into the 'Calculate transitional protection' to-do

Go to 4.12

4.11: Take the following action:

- answer 'No' to the question 'Does the household have savings?'

Go to 4.12

4.12: Does the claimant live in supported/temporary housing?

Select 'Yes' if:

- the MGP1LA 'E-mail header' row contains the text 'Supported Exempt / Specified – HB not closed – Official'

- the MGP1LA 'E-mail header' row contains the text 'Temporary Accommodation – HB not closed – Official'

Select 'No' if:

- the MGP1LA 'E-mail header' row contains the text 'Housing Benefit closing – Transitional Protection information included'

- the claimant is not in receipt of Housing Benefit

Go to section 5.

Section 5 – Calculation and transitional protection code

At this point, you will have the opportunity to see and edit the answers that you have entered.

5.1: Take the following action:

- check the summary screen to ensure that all the information you have input is correct

- select 'Calculate' from the bottom of the page

You will now see a screen showing the amount of Transitional Protection the claimant is entitled to as well as the Legacy Benefit award and the notional Universal Credit award.

Review the Transitional Protection amount, the legacy benefit and the notional Universal Credit awards displayed on screen for any anomalies.

Go to 5.2

5.2: Are there any anomalies or do any of the figures appear to be incorrect?

Note: the notional Universal Credit award may sometimes appear as a negative figure. This does not necessarily mean that it is incorrect. This can happen because the claimant has earnings which exceed the claimant's notional Universal Credit entitlement, even after the earnings taper has been applied. In these cases, the Transitional Protection figure will also be greater than the claimant's legacy benefit award to make up for the negative notional UC entitlement.

If the notional UC entitlement appears as a negative figure for a different reason, you will need to investigate this further to determine whether the amounts are correct.

Yes: go to 5.3

No: go to 5.8

5.3: Take the following action:

Select 'Back' from the bottom of the screen.

Review all of the information you entered into the calculator again to see if any incorrect information was submitted.

Amend any incorrect information.

go to 5.4

5.4: Did you have to amend any information?

Yes: go to 5.5

No, all of the information submitted was correct, but the TP, legacy benefit or notional UC award did not appear to be correct: go to 5.7

5.5: Take the following action:

Select the 'Calculate' button again.

Check that the transitional protection amount, legacy benefit and notional Universal Credit awards for any anomalies.

Go to 5.6

5.6: Do all of the figures now appear to be correct?

Yes: go to 5.8

No: report this to your Team Leader.

5.7: Take the following action:

Inform your Team Leader that you have submitted all of the correct information into the calculator but the figures produced by the calculator do not appear to be correct.

Your Team Leader will advise you if any further action is required.

5.8: The Transitional Protection figure will automatically feed into the service and be included in the claimant's Universal Credit award.

Transitional Protection will appear as a separate element on the claimant's Universal Credit statement.

Go to section 6.

Section 6: Checking for an overpayment or underpayment

Where a claimant's first assessment period has passed and Universal Credit is in payment, the calculation of Transitional Protection may result in an underpayment or overpayment.

6.1: Has the claimant already reached the end of their first Universal Credit assessment period?

Check the Universal Credit service to see if the claimant has completed their first assessment period.

Yes: go to 6.2

No: End of process, no further action required.

6.2: Was the claimant's calculated Transitional Protection top-up payment £0?

Yes: no further action required. End of process.

No: go to 6.3

6.3: Has a 'Review an overpayment or underpayment' to-do generated on the Universal Credit service?

Access the claimant's record on the Universal Credit service and check to see if there is an outstanding 'Review an overpayment or underpayment' to-do.

Yes: go to 6.4

No: go to 6.5

6.4: Complete the 'Review an overpayment or underpayment' to-do

End of process, no further action required.

6.5: Raise an Incident ACT

Title the ACT:

'Move to UC – 'Review an overpayment or underpayment' to-do not generated following TP calculation'

Add the following information to the ACT:

- Universal Credit contract ID

- Move to Universal Credit claimant reference number

- The reason the 'Over/Underpayment' to-do should have generated (For example: I completed a TP calculation for the claimant after their assessment period had ended. An overpayment/underpayment to-do should have generated, but it has not.)

- Any additional relevant information

Once the ACT has been received by the relevant team, you will be contacted with the outcome and informed of any further actions you need to take.

End of process.