

## Universal Credit full service roll out today

**On 25 May 2016, full Universal Credit rules are rolled out to those living in the area covered by Newcastle City Jobcentre Plus office at Cathedral Square. This known as 'full service' Universal Credit.**

This means that someone living in that area who makes a claim for one of the six 'legacy benefits' that Universal Credit is replacing, will instead have to claim Universal Credit. If someone in that area is already on one of the 'legacy benefits' but has a change in circumstances, which necessitates a change from one 'legacy benefit' to another, they will be told to claim Universal Credit. See 'more details' below.

This is part of a national roll out of the Universal Credit 'full service' taking place between May 2016 and June 2018.

A more limited roll out for Universal Credit claims from single people who would normally have claimed Jobseekers Allowance began in 2015 across all of Newcastle. This is known as the 'live service' Universal Credit.

Those who aren't in the above groups first affected by Universal Credit in Newcastle can continue to claim 'legacy benefits' until they have a relevant change in circumstances or are moved across to Universal Credit.

**More details** on the roll out of Universal Credit, the areas involved, the 'legacy benefits' that Universal Credit is replacing, the Universal Credit rules and support for people can be found on our special [Universal Credit page](#).

**For other benefit changes** see our [benefit changes webpage](#), our [benefit changes timeline](#) and other [benefit bulletins](#).

## Other information and support

**This benefit bulletin** is provided bi-monthly and at times of important benefit changes and news. It is part of the Active Inclusion Newcastle offer of support to Newcastle professionals, which also includes benefits, debt awareness and housing training – **face to face training** and **eLearning**. [For more details on this training and other support see our web page for professionals and volunteers.](#)

You may also be interested in the weekly **Active Inclusion Newcastle e-bulletin** which provides a brief update on financial inclusion and homelessness prevention issues. If you want to receive this, or for more details, email: [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)