

The overall Programme status remains **AMBER**.

### Universal Credit Full Service (UCFS) Highlights:

Transition Phase 6 implementation remains on track with 61 sites successfully rolled out as planned in June. Most recent implementation sites include Thornaby, Billingham, Stockton, Goole, Bridlington, Beverley, Hessele, Rotherham, Maltby, Dinnington, Loughborough, Coventry Cofa Court, Derby City, Staveley and Spalding all going live on 11 July with a further 10 sites on schedule to go live on 18 July. The total number of live UC Full Service sites is now 389, amounting to over 60% of the Jobcentre national network. National rollout of integrated telephony, covering 218 teams over a 8 week period, commenced on 11 June and remains on track to complete in August. The bulk of sites are due to be fully deployed by the end of July with over 80% already live. A joint Programme and Operational Live Service Closure/Decommissioning plan is now in place with progress being closely monitored through the Live Service Exit Steering Group to ensure a safe and secure exit from Live Service and to complete Live Service Transfers by the end of March 2019. To date 89 sites (103,641 cases against a profile of 103,064) have completed their transfers.

The Programme is currently conducting a trial of weekly Full Service functional releases. The aim of the trial is to look at the viability of providing agents with smaller, more manageable releases and allowing product development teams to introduce improvements to the service more quickly. Latest releases deployed include: A number of improvements to the claimant statement explaining more clearly types of earnings and how they affect UC payments – helping to reduce phone call queries from claimants and making it easier for agents to understand and explain to claimants; Introduction of Advances on line – Claimants will be able to apply for new claims and benefit transfer advances via their online account; A number of improvements to the Check Medical Evidence to-do - simplifying the process for agents and reducing errors and incidents and improvements to the reminders sent to claimants who have started but not yet completed their Universal Credit application, to help improve understanding and reduce delays. In addition to the usual performance and technical fixes an additional 50 new social sector landlords have been added to the Trusted Partner/Landlord Portal. There are now 265 Landlords using the Portal.

### Managed Migration

The Transitional Protection Regulations package, which addresses concerns regarding Severe Disability Premium (SDP) claimants, has been agreed with Ministers and Treasury. Formal consultation with the Social Security Advisory Council (SSAC) commenced on 25 June. The formal SSAC response is scheduled for late September ahead of a formal debate in both houses. Work continues to develop the delivery approach and detailed organisational design with plans in place for approvals through senior governance ahead of updating September's Programme Board on progress. Agreement has been reached with Operational Directors on the sites to be used for initial Beta testing which we anticipate being ratified through Programme governance by the end of July.

### Programme Updates

The Full Business Case (FBC) and funding approval through to July 2019 are now in place. The Programme continues to work closely with Treasury and IPA colleagues in preparing responses to MPRG questions raised through the review of the FBC, including setting out plans to clearly demonstrate how benefits related to Labour Market and Fraud and Error will be delivered. The Programme will update the July Programme Board on progress. On 15 June 2018, the National Audit Office published a report into Universal Credit, called "Rolling Out Universal Credit". The report received coverage across the media but press office took a robust approach in responding to the coverage. Minister for Employment and Neil Couling appeared before the Work and Pension Select Committee (WPSC) 27th June to talk about Universal Credit, Sanctions and Universal Support which received very little media coverage, the WPSC have now taken additional external evidence and are now extending their enquiry into UC and disability. Finally on 9 July the Permanent Secretary and Neil Couling attended the Public Accounts Committee on the back of the NAO report, this session, whilst challenging, did not venture outside the area expected and generally went well.

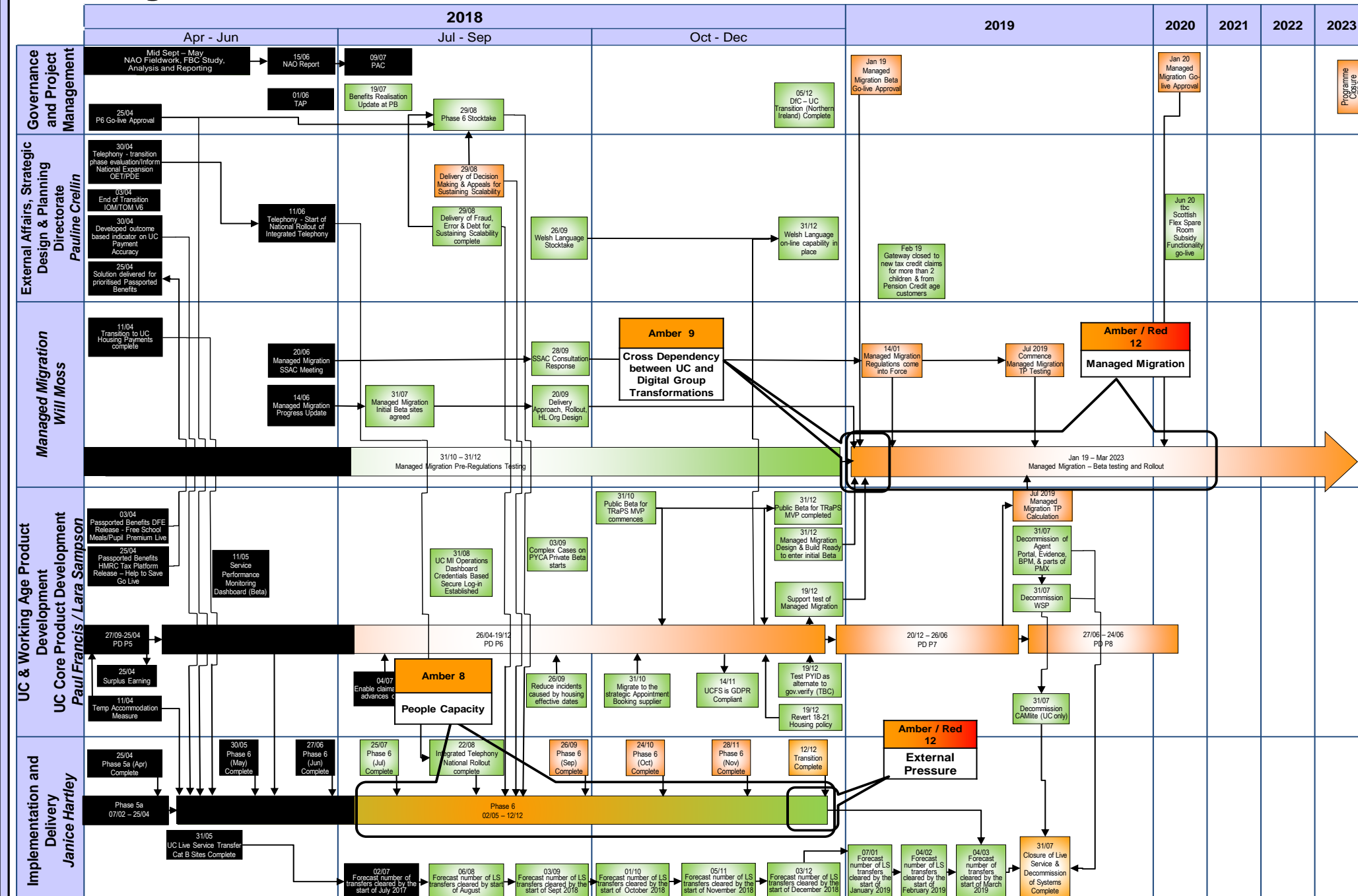
## UC Full Service Product Development 6 Outcomes

Programme Level Milestones	RAG
Enable claimants for advances online	Phase 6
Reduce incidents caused by housing effective dates	Phase 6
Migrate to the strategic Appointment Booking supplier	Phase 6
UCFS is General Data Protection Regulation (GDPR) Compliant	Phase 6
Notify CIS of agent access to record	Phase 6
Test Prove Your ID as alternate to GOV.UK Verify	Phase 6
Support test of managed migration	Phase 6
Revert 18-21 Housing policy	Phase 6
Kinship care exemption from 2 child policy	Phase 6

## UC Programme E2E Critical Path

Official - Sensitive

V0.247



## Critical / Key Milestones - Next 6 Months

External Affairs, Strategic Design and Planning	RAG	Forecast
Public Accounts Committee		09/07/18
Delivery of Decision Making and Appeals (DMA) for sustaining scalability complete		29/08/18
Delivery of Fraud, Error & Debt for sustaining scaling complete		29/08/18
Improved Corporate Appointee Process in place		30/08/18
Welsh Language Stocktake		26/09/18
End to End Review of Universal Support to help shape future delivery of US, internally, and by LAs and Partners		28/09/18
Enrolment of Landlords onto Trusted Partner Portal complete for May to December (90% coverage)		31/12/18
Welsh Language on-line capability in place		31/12/18
<b>UC Core Product Development</b>		
Enable claimants for advances online		04/07/18
Reduce incidents caused by housing effective dates		26/09/18
Migrate to the strategic Appointment Booking supplier		31/10/18
Judicial Review - Kinship care exemption from 2 child policy		31/10/18
UCFS is General Data Protection Regulation (GDPR) compliant		14/11/18
Support Test of Managed Migration		19/12/18
Test Prove Your ID (PYID) as alternate to gov.verify (TBC)		19/12/18
Revert 18-21 Housing policy		19/12/18
<b>UC and Working Age Product Development</b>		
Private Beta for Third Party Referral and Payment Service (TRaPS) MVP (Make & receive referrals & receive first outcomes) commences in Halifax		31/08/18
Complex Cases on Prove You Can Apply (PYCA) Private Beta starts		03/09/18
Public Beta for Third Party Referral and Payment Service (TRaPS) MVP (Make & receive referrals & receive first outcomes) commences		31/10/18
Prove You Can Apply (PYCA) Improvements Delivered (Non-EEA nationals fast track cases to WCs)		19/12/18
Prove You Can Apply (PYCA) Improvements Delivered (UK nationals fast track cases to WCs)		19/12/18
Public Beta for Third Party Referral and Payment Service (TRaPS) MVP (Make & receive referrals & receive first outcomes) completed		31/12/18
<b>Implementation and Delivery</b>		
Forecast number of Live Service transfers cleared by the start of July 2017		02/07/18
Forecast number of Live Service transfers cleared by the start of August 2018		06/08/18
Forecast Telephony National Rollout complete		22/08/18
Forecast number of Live Service transfers cleared by the start of September 2018		03/09/18
Forecast number of Live Service transfers cleared by the start of October 2018		01/10/18
Forecast number of Live Service transfers cleared by the start of November 2018		05/11/18
Forecast number of Live Service transfers cleared by the start of December 2018		03/12/18
Transition Phase 6 complete		12/12/18
<b>Managed Migration</b>		
Managed Migration Social Security Advisory Committee Meeting		20/06/18
Locations of Initial Beta JCs & SCs Selected		31/07/18
Delivery Approach, Strategic rollout, High Level Org Design and MM IOM Agreed at PB		20/09/18
Progress update of Managed Migration Technical Build at Programme Board		30/09/18
Managed Migration Service Design & Build Ready to enter initial Beta Testing		21/12/18
Managed Migration Regulations come into force		14/01/19
Managed Migration Beta start		14/01/19

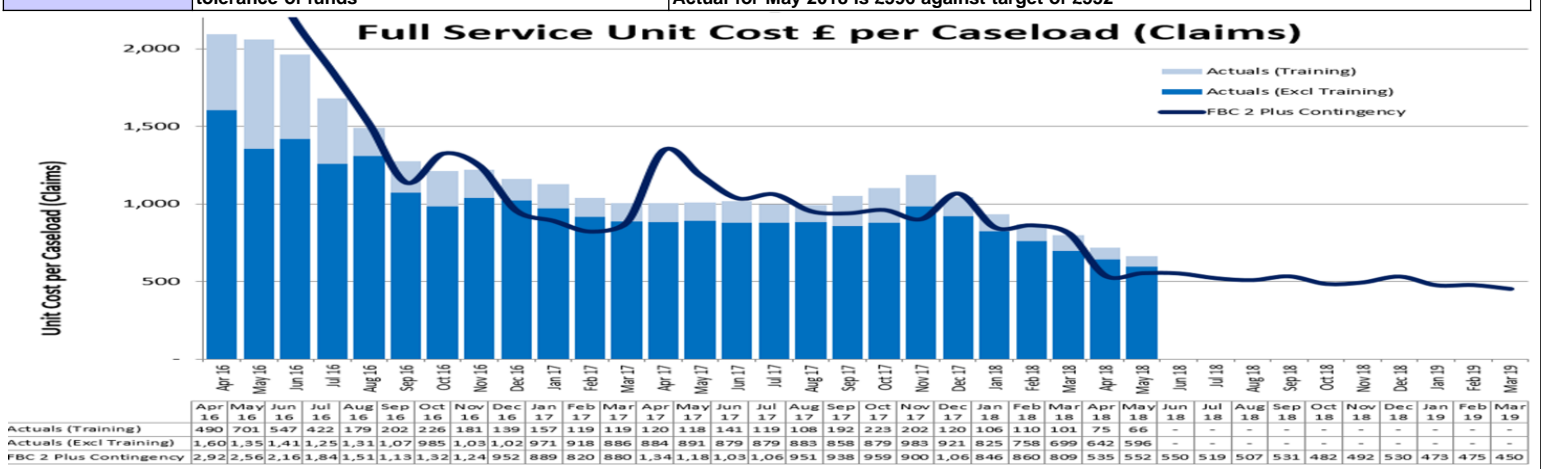




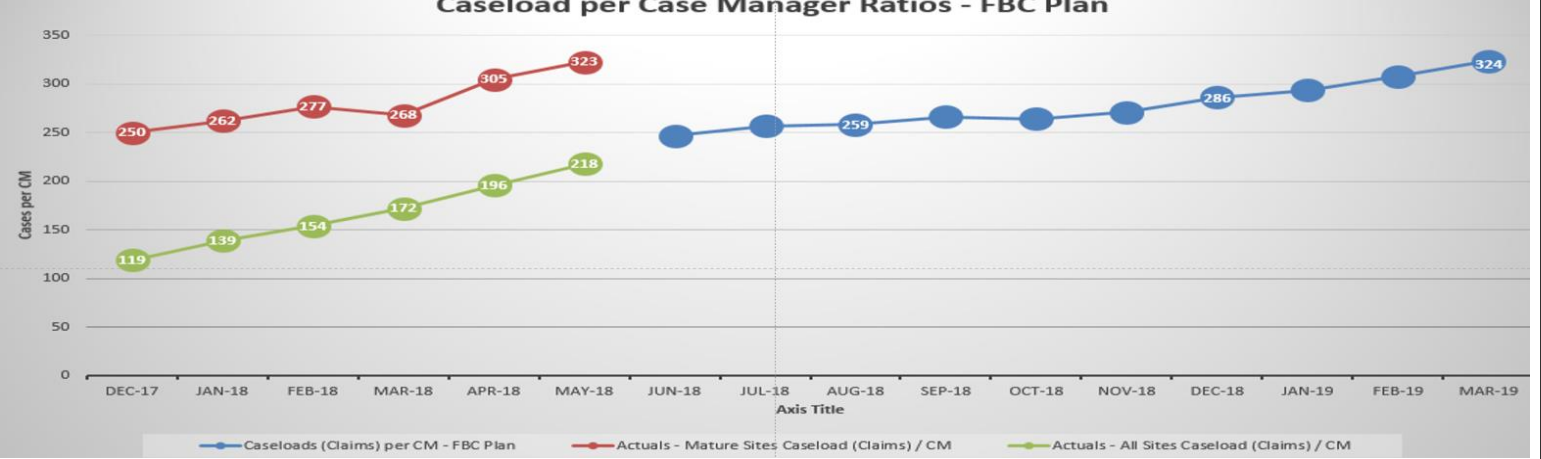


**Affordability** Service can be effectively delivered within agreed tolerance of funds

Unit Costs (forecast v actual) – post Autumn Budget  
Actual for May 2018 is £596 against target of £552



**Caseload per Case Manager: mature sites average vs. national average**



Month	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Actuals (claims)	450,217	525,676	536,794	609,170	687,618	784,652	874,517	961,950	1,073,974	1,195,142	1,346,404	1,475,180	1,596,545
Actual Caseload (claims)	444,905	505,403	569,527	641,986									

**Fraud & Error** We can identify and prevent Fraud & Error and manage risk effectively

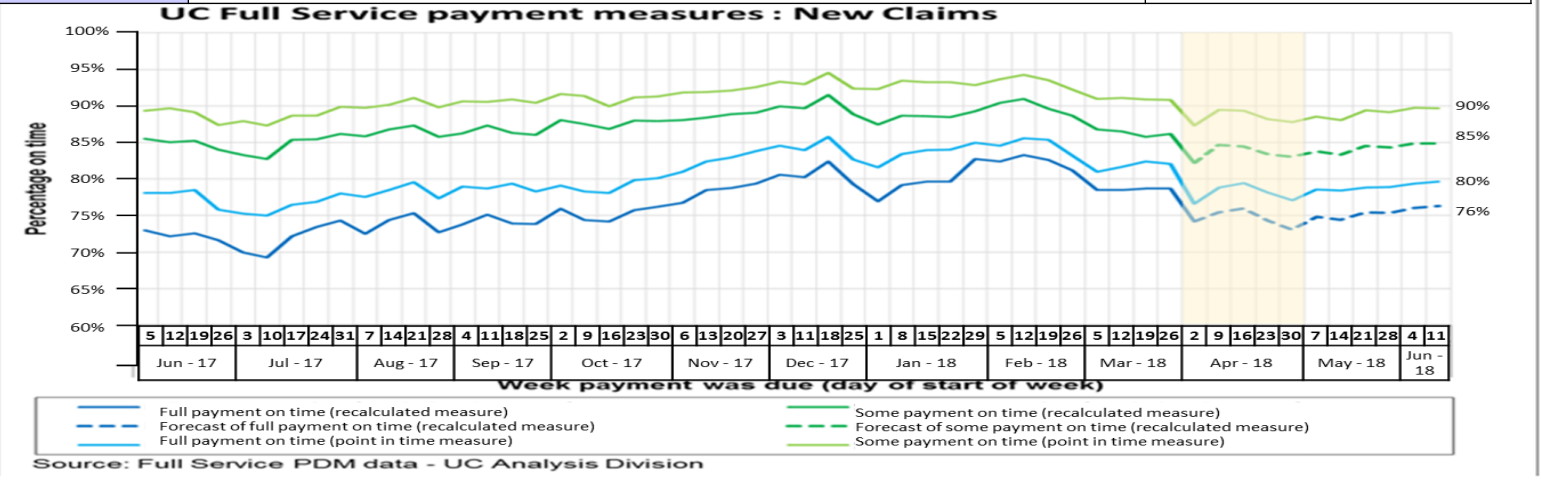
Percentage Claimants paid accurately  
Levels of MVFE

Measures	Trend Analysis												
	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18
Scaling Accuracy - Customer output based derived from Tier 2 Payment Accuracy	Formal reporting available from Apr 18 (Jan - Mar 18 is test data)				89%	92.4%	88%	90%	86%				
Levels of Monetary Value of Fraud & Error (MVFE)	Formal MVFE checking for the UC Full Service will begin Autumn 2017 and will report late 2018 at the earliest												

**End to End Service Maturity** An effective and efficient end to end service characterised by:-

- Claimants being paid on time and who trust on line channels and can self-serve
- Support delivered to claimants with additional needs which are addressed and a tailored service delivered to claimants with complex needs

% claimants paid on time in First Assessment Period – full and part payments



**Security** Service is secure with appropriate accreditations and agents & claimants are assured this is the case

**Security Risks**  
Technical security risks impact the confidentiality, integrity, availability or reputation of UCFS services or claimant data through weaknesses in architecture, technologies or supporting processes.

The table summarises the numbers and levels of risk that have been identified and ratified through the UCFS Risk Assurance Controls (RAC) Forum.

	V/High	High	Medium	Low	V/Low	Total
Reliance	0	8	4	4	0	16
In Scope	1	19	27	42	6	95
Total Open	1	27	31	46	6	111

**Technical Security Vulnerabilities**  
Technical security vulnerabilities are weaknesses in the infrastructure or application which could be exploited by internal staff, service partners or external threat actors.

The table presents a summary of numbers and levels of known open vulnerabilities split between the Application and supporting Infrastructure.

	Critical	High	Medium	Low	Info	Total
Infrastructure	8	12	25	40	17	102
UCFS Application	0	4	14	17	4	39
Total Ongoing	8	16	39	57	21	141

Impacts include significant reputational damage through negative national press coverage and financial losses through incident/claimant recoveries, compensation and Information Commissioners Office monetary awards.

**V/High Risk:** Role Based Access Control (RBAC). Currently the service operates limited user controls to enforce the principle of least privileged access to data and functionality. This presents a risk that a user will use their access to amass claimants' personal data for personal or malicious reasons.

**Treatment:** Controls include: Education, security awareness & guidance (Agent Lead Processes) explaining 'need to know' principles. There are also basic Delivery Unit access controls. Features being scoped aim to restrict access, whilst facilitating legitimate reasons for accessing records outside of designated delivery units. Once the initial feature is implemented in this phase, further RBAC are on the backlog to be developed.

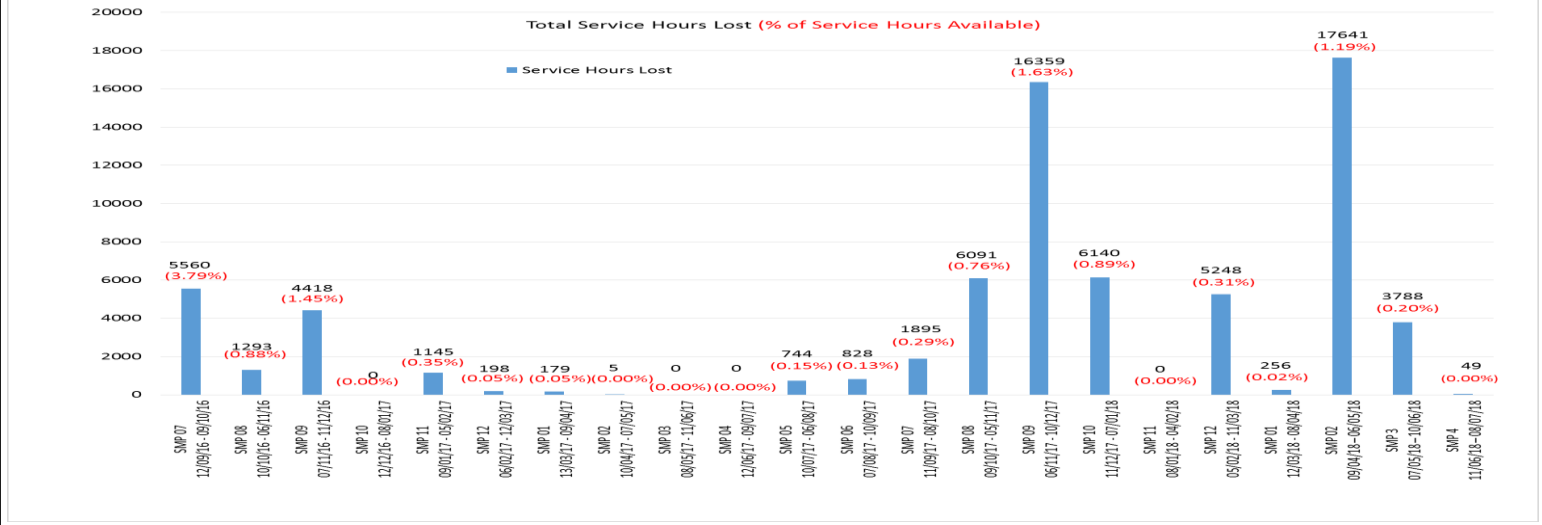
**Security Management Position – Summary Concerns**

- Currently identified and prioritised vulnerabilities are not being remediated in line with the DWP patch management and Public Service Network (PSN) Service Level Agreements (SLAs). This places UCFS in breach of our PSN code of connection and leaves the service open to threat of compromise. This position is mainly due to competing priorities on the service.
  - All remaining vulnerabilities are significantly overdue on patching SLAs. To date, 84% Critical, 88% High, 81% Medium, 57% Low, have been closed. A recent security drive has been responsible for the large increase in closures. This needs repeating and run as a rolling process. This is a High risk on the UCFS register.
  - Treatment:** We are Reviewing organisational structure to ensure future vulnerability management activities are discharged in a timely manner via the vulnerability working group.
- The primary technical concern relates to the UCFS Development Network vulnerability and risk posture. Architectural features including MacBooks that connect to the Development and Production Networks, allowing simultaneous connection to production and the Internet; coupled with a lack of enterprise security controls available for Apple Macs, presents unnecessary security challenges and risk.
  - Treatment:** This position is captured within numerous risks on the the risk register and managed through ongoing security management controls. Longer term resolution is to migrate to the strategic DWP Digital Mobile Device Management solution
- The Secure Design Team have been working towards on-boarding all UCFS environments to the Departmental Strategic Secure Operations Centre (SOC), so that threat analytics and incident response capabilities can be consumed from the Cyber Resilience Centre (CRC). We have been struggling with the on-boarding process; in the main this seems to stem from a lack of maturity of technologies and processes within the Strategic SOC. UCFS appears to be the early adopters supporting a learning curve.
  - Treatment:** UCFS Secure Design are working with SOC staff to develop understanding and capability; working to their plan and resolve logging issues

This report is submitted for Programme Board awareness of the current UCFS security position

**Service Stability** End-to-end service is resilient, robust and can handle throughput with assured Business Continuity procedures in place

Period	Service Hours Available	Service Hours Lost - UCFS	Service Hours Lost – DWP Network & Desktop	Total Service Hours Lost	Service Hours Lost as %
11/06/18 - 08/07/18	1,674,277	49	0	49	0.00%



**Benchmarks**

Measures	Trend Analysis											
	Jul '17	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18
Claimant ID verified by day 10	87%	86%	86%	79%	85.2%	85.1%	81%	78%	79%	57%	57%	78%
Claimant commitment accepted by day 10	66%	68%	66%	61%	65.8%	65.2%	60%	53%	55%	64%	64%	55%
Claim evidence verified (including non-DM decisions) by day 20	70%	65%	64%	67%	66.5%	66.9%	73%	66%	75%	74%	65%	69%
Payment blocking To-Dos cleared by day 20	85%	81%	83%	80%	78.4%	77.9%	84%	78%	85%	86%	82%	84%
Decisions made by DM (where required) by day 25	65%	65%	66%	77%	70.2%	58.8%	40%	40%	64%	54%	83%	89%