

To UC Programme Board Members **From: Will Garner**
Sponsor: Ian Wright
Date: 17/05/2022

Paper Title: Move to UC Discovery progress

Issue: *The programme board have requested an update on progress of the Move to UC Discovery work.*

Recommendations/Decisions required:

- **For Information**

Timing: *Routine*

Introduction

1. Since the last programme board we started issuing Migration Notices to claimants in Bolton and Medway. As the board are aware, this has been the focus of the managed migration workstream since the beginning of the year and represents a significant milestone for the programme.
2. A below the line paper is provided showing our initial readiness assessment against the readiness criteria. As these are assessing our readiness to scale we would not expect these to show significant progress at this point. As we begin to learn more about response rates and support needs of claimants we will provide more data on our progress towards being ready to scale. Our approach to this may need to adapt depending on the outcome of the feasibility work with HMRC on tax credits.

Progress since the last board

3. Following the last board, the project team completed the work required to design processes, test sending of migration notices, train staff and set up the support channels for the earliest testable service.
4. The readiness criteria for the test were assessed in depth at PDE on 4 May 2022 and the first Migration Notices were sent on 9 May.
5. The Migration Notice which is sent to claimants who are required to move was updated following input from ministers. This version of the notice has not been researched with benefit claimants. We are considering a follow up test to understand the impact of these changes on the response rate from claimants.
6. At the time of writing 103 Migration Notices have been issued. We aim to have sent the first 500 for the first test by Friday 20 May. As board members are aware, progress is not

assessed by numbers of notices sent, but on the response from claimants. We have not had any claimant contact in response yet but would not expect to have received any calls at this point. The earliest notices would only arrive in claimants' letter boxes would be Thursday 12 May. The Programme Director will provide a verbal update to the board on the latest position.

Next steps

7. Further tests will be framed across additional locations and applying variations to the journey including adjusting contact channels, frequency and Migration Notice text.
8. Move priorities will be presented to PDE alongside the UC priorities for UC phase 12, which starts at the end of May and runs until November 2022. This will be based on the scaling criteria, our current understanding of automation requirements and further hypotheses to test.

Decision / Recommendation

9. Programme Board are asked to note the progress of the Discovery strand including reaching the 9 May milestone.