

OFFICIAL SENSITIVE

To UC Programme Board Members From: Will Garner
Sponsor: Ian Wright
Date: 15/11/2022

Paper Title: Move to UC Discovery progress

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

Recommendations/Decisions required:

- **For Information**

Timing: *Routine*

Introduction

1. There are now over 1800 claimants that have been notified to Move to UC as part of Discovery.
2. The “Earliest Testable Service” service in Bolton and Medway is reaching its conclusion. 485 out of 499 have reached the end of the process (either through the claimant making a claim or through termination of legacy benefits).
3. Testing of the service expanded to Cornwall on 25 July, Harrow on 16 August and Northumberland 13 Sept.
4. A below the line paper is provided showing our readiness assessment against the readiness criteria.

Claim numbers in the ETS Service:

5. 499 Migration Notices were sent to single claimants. This included claimants with a range of legacy benefit combinations.
6. 485 of these have either claimed or had benefits terminated:
 - 431 claims have been made (86%)
 - 355 made a claim before the original (3 month) deadline (71%)
 - 76 (15%) made a claim after their original deadline - 56 (11%) of those claimed before their extended migration deadline
 - 78 Termination letters have been sent (of which 26 have subsequently made a claim). Next step is to understand why they didn't claim by interview.
7. People were more likely to make their claim either in the first week or the last two weeks of the migration window – 71 claims were made in the week leading up to the original migration deadline.

OFFICIAL SENSITIVE**Progress since the last board**

8. Based on the Programme Board's decision to focus our scaling efforts in 2023/4 on Tax Credit claimants, a number of Tax Credit only tests have been initiated. The full list of tests is provided below.
9. For the Echo cohort, we are introducing an SMS reminder a week before the deadline as the response rate has been much lower than other cohorts.
10. The Foxtrot cohort (for claimants in Northumberland) will be the last of the test groups runs in this fashion and we have now begun continuously notifying small numbers of Tax Credit claimants to Move.
11. We have released the first version of the Move to UC web service which enables the Move to UC agents record and automatically inform UC when a MN has been sent, identify when someone has claimed UC and needs TP calculation activity, and allocate any Move to UC claims to Case Managers in the Move team.

Next steps

12. We are engaging with the new ministerial team on publishing some of the insights from the discovery tests as part of publicly setting out our plans for 2023.
13. A further substantive paper is provided to the board outlining these plans.

Decision / Recommendation

14. Programme Board are asked to note the progress of the Discovery work

Annex A Current Discovery Tests

Target Date	Migration notice deadlines	Volume	Cohort	Hypothesis	Migration Notice	Reminder	Location	Restrictions
09 May	10/08-31/08	500	ETS	<ul style="list-style-type: none"> We believe that a majority of claimants in scope will successfully make a claim to UC independently or with minimal support. 	1.0	1.0	Bolton & Medway	None
06 Jul	12/10-16/10	250	Alpha	<ul style="list-style-type: none"> We believe that more claimants will be engaged in the journey, either claiming UC or contacting us, if they receive a different wording in the Migration Notice compared to ETS 	2.0	1.0	Bolton & Medway	ESA claimants should not be sent this version of the Migration Notice
18 Jul	20/10-27/10	250	Bravo	<ul style="list-style-type: none"> We believe that we will learn more about what's needed to scale if we invite more people into the journey 	1.0	1.0	Bolton & Medway	No HB claimants in Bolton
18 Jul	20/10-12/11	250	Charlie	<ul style="list-style-type: none"> We believe that we will learn more about what's needed to scale if we invite more people into the journey 	1.0	1.0	Bolton & Medway	TC only
25 Jul	28/10-17/11	250	Delta	<ul style="list-style-type: none"> We believe that an increase in claims will be achieved if claimants are reminded to claim UC at the correct time. We believe that an increase in claims will be achieved if claimants receive the correct number of reminders to claim UC 	1.0	2.0	Truro & Falmouth	Initial reminder sent after 4 weeks with a follow up nearer the deadline date

OFFICIAL SENSITIVE

Target Date	Migration notice deadlines	Volume	Cohort	Hypothesis	Migration Notice	Reminder	Location	Restrictions
15 Aug	17/11-23/11	250	Echo	<ul style="list-style-type: none"> We believe that by terminating a Tax Credit only claim upon expiry of the migration notice people will be prompted to make a claim to UC contact us. We believe that by excluding Tax Credit Claimants who have been supported by HMRC's Enhanced Support Needs team we will safely move people onto UC. 	1.0	3.0	Harrow	Tax Credits only
12 Sept	15/12 -	250	Foxtrot	<ul style="list-style-type: none"> We believe that an increase in claims will be achieved if claimants are reminded to claim UC at the correct time. We believe that an increase in claims will be achieved if claimants receive the correct number of reminders to claim UC 	1.0	2.0	Northumberland	Tax Credits only