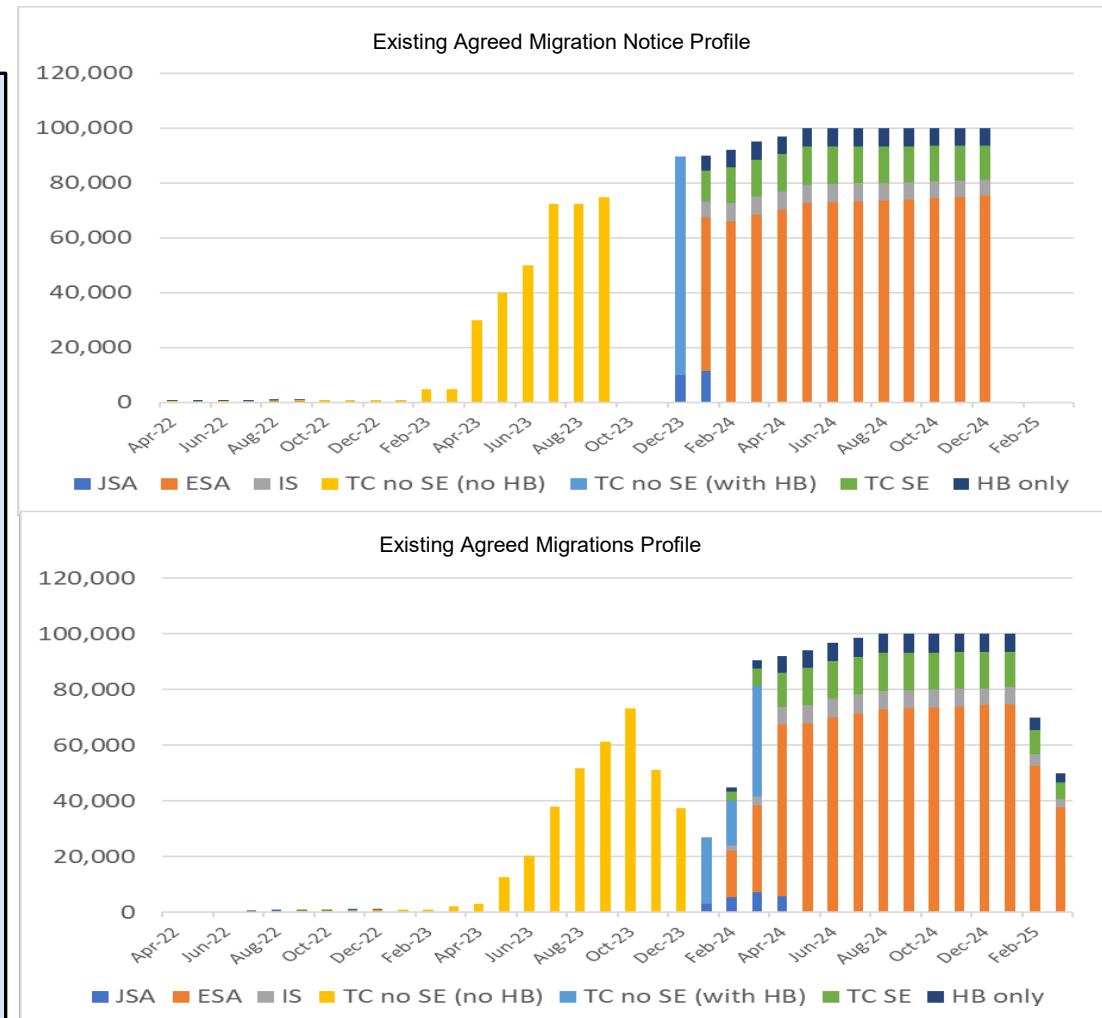


The existing volume profile was agreed by the **Programme Board in September**. More detailed analysis of the volume profile has identified a number of risks:

- Scaling the service would commence early in 2023 with the issue of a significant number of migration notices to facilitate around 37k moves from April to June - scaling to this level so early in the year assumes that we have a fully stable and efficient service operating and ready to accommodate such volumes.
- There is a much steeper ramp up of volumes through April to September than ideal.
- The profile includes a planned 2 month firebreak that may impact delivery momentum at a time when the service has been operating at scale for a number of months.
- The profile contains ESA claimants that now need to be removed.
- The exclusion of Self Employed Tax Credit (without HB) cases in 2023/24 may not be advantageous.
- The profile ramps up and down which is unhelpful for operational resource planning



As is Migration Notice volume profile

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Notices	31,000	41,000	52,000	75,000	75,000	77,000	0	0	92,000	93,000	95,000	98,000	100,000	103,000	103,000	103,000	103,000	103,000	103,000	103,000	103,000	0	0	0	1,653,000
Moves*	3,000	13,000	21,000	38,000	52,000	61,000	73,000	51,000	37,000	27,000	45,000	90,000	92,000	94,000	97,000	99,000	100,000	100,000	100,000	100,000	100,000	100,000	70,000	50,000	1,613,000

*Migrations shown are Households. Also assumes 3% of those notified to claim will not subsequently go on to make a claim.

Following discussions across key stakeholders from across Operations, HMRC, and the UC Programme we have prepared a profile based on the updated planning assumptions agreed by PDE with an acceptable level of risk. Key points to note:

- Scaling the service would commence from April 2023 with the issue of Migration Notices enabling a slower build of work through the customer journey.
- There is a smoothed and balanced ramp-up of volumes from April 2023 providing an even increase in the acceleration of Migration Notices. This approach serves to de-risk the initial phase of scaling as confidence builds through close monitoring of the new processes and services ahead of peak volumes
- We will not exclude Tax Credit claimants on the basis that they are self employed in 2023/24 which enables us to smooth some of the operational demand brought by these claimants (i.e. Work Coaches undertaking GSE interviews) if we were to move them all in 2024/25. Tax Credits SE is no longer a separate cohort (except those with HB).
- The profile does not now include a firebreak that may impact delivery momentum at a time when the service has been operating at scale for a number of months
- We propose issuing final notices by end of September 2024 with final migrations by end of December 2024. This provides a period of contingency (January to March 2025) along with Programme closure activity.
- Readiness assessments to support a throttle and brake assessment will be undertaken monthly – which is considered a more effective control than planning at this time for a firebreak.

Proposed Migration Notice volume profile

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Notices	5,000	13,000	22,000	30,000	38,000	46,000	55,000	63,000	71,000	79,000	79,000	79,000	79,000	79,000	80,000	80,000	80,000	80,000	0	0	0	0	0	0	1,058,000
Moves*	1,000	2,000	5,000	11,000	19,000	27,000	35,000	43,000	51,000	59,000	67,000	73,000	77,000	77,000	77,000	77,000	78,000	78,000	78,000	55,000	39,000	0	0	0	1,029,000

*Migrations shown are Households. Also assumes 3% of those notified to claim will not subsequently go on to make a claim.

Updated volume profile



Summary

Programme Board are asked to agree the updated Volume Profile.

With your agreement of the Volume Profile we will come back to a future Programme Board to describe in detail the impact of the changes in terms of staffing numbers and costs. A headline summary from the data indicates that with the removal of the ESA cases we see in broad terms:

- A reduction in overall volumes of around 600k
- At peak a reduction in volumes of around 20%
- At peak a reduction in staffing numbers in the region of 15% for pre-claim activity

As is Migration Profile

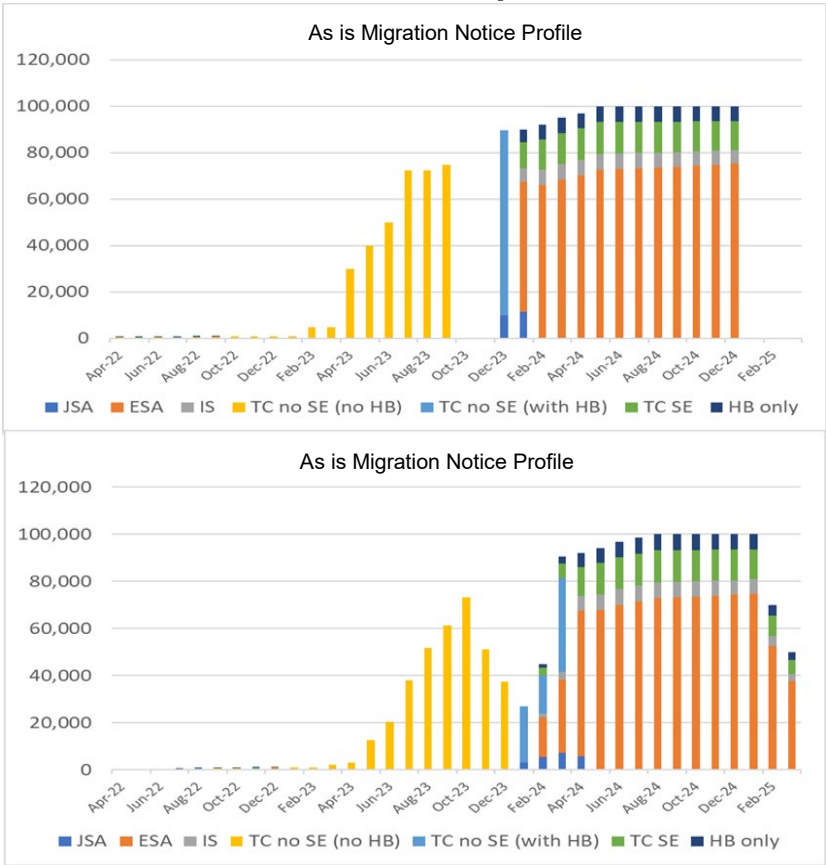
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Notices	31,000	41,000	52,000	75,000	75,000	77,000	0	0	92,000	93,000	95,000	98,000	100,000	103,000	103,000	103,000	103,000	103,000	103,000	103,000	103,000	0	0	0	1,653,000
Moves*	3,000	13,000	21,000	38,000	52,000	61,000	73,000	51,000	37,000	27,000	45,000	90,000	92,000	94,000	97,000	99,000	100,000	100,000	100,000	100,000	100,000	100,000	70,000	50,000	1,613,000

Revised Migration Profile

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
Notices	5,000	13,000	22,000	30,000	38,000	46,000	55,000	63,000	71,000	79,000	79,000	79,000	79,000	79,000	80,000	80,000	80,000	80,000	0	0	0	0	0	0	1,058,000
Moves*	1,000	2,000	5,000	11,000	19,000	27,000	35,000	43,000	51,000	59,000	67,000	73,000	77,000	77,000	77,000	77,000	78,000	78,000	78,000	55,000	39,000	0	0	0	1,029,000

*Migrations shown are Households. Also assumes 3% of those notified to claim will not subsequently go on to make a claim.

As is volume profile



Revised volume profile

