

Move to UC Data and Insights Pack

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Board/Authority/Group: UC Programme Board

Date: 20th December 2022

For Information / below the line paper.

UCPB 201222 – BTL02

OFFICIAL SENSITIVE

Main objective

- Below the line paper presenting an overview of analysis we have on the Move to UC process, combining quantitative analysis with research.
- The paper will be provided monthly to the UC Programme Board; this update represents the situation as of December 2022.
- Key timings for clearance: n/a.
- This paper is: For information / below the line.
- Required outcome: n/a – for information.

Please note:

- Figures in this pack are subject to retrospection – data in future updates may change, even for historical results.
- The information in this pack represents what we believe to be correct as of the time of production. Future developments may result in changes to what is presented here.

High Level Management Summary

a. Problem context and statement: Below the line paper presenting an overview of analysis we have on the Move to UC process, combining quantitative analysis with research.	h. Communications implications: n/a
b. Has a previous decision been made? Why do you want to change it?: n/a	i. Delivery partner/employer implications: n/a
c. Potential solution options: n/a	j. Performance metric/MI implications: This paper builds on the Managed Move Weekly MI to add more context about the wider Move to UC process.
d. Design considerations: including impact on the Operating Model, Cost Model, Change Impacting, etc n/a	k. Assumptions to validate: n/a
e. Financial and commercial issues: n/a	l. Transformative/people/behavioural implications: n/a
f. Legal issues: n/a	m. Consultation with other relevant Stakeholders: n/a
g. Policy impact: n/a	n. Proposed next steps: n/a – for information

Summary.

Section 1: Completed moves to UC and remaining legacy caseload.

- 2.4 million households remain on the legacy caseload up to the end of October 2022. The caseload forecast was around 3% lower than the actuals.
- 191,000 households moved to UC between January 2022 and October 2022.
- The Move to UC campaign on paid search, digital display, online video and social began on Wednesday 2 March 2022 and was live until 31 July. The final burst of radio activity ended on 17 July.
- From 26 April to 27 May, Tax Credit customers received UC leaflets in their annual tax credit renewal packs.

Section 2: Managed migrations analysis and research.

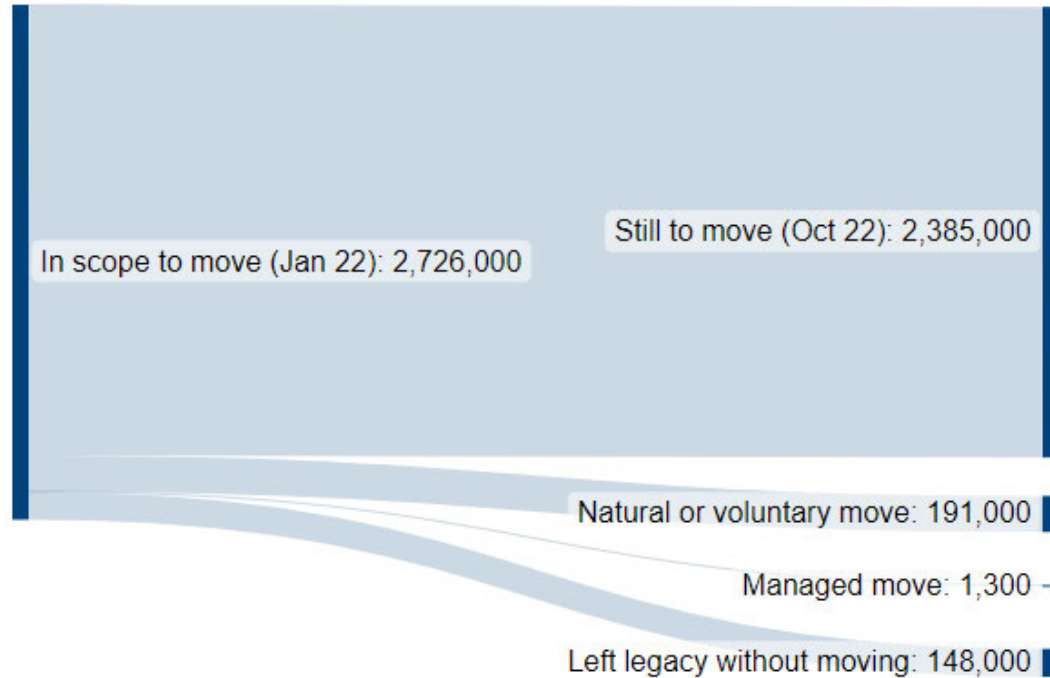
- Since May 2022, 1,982 people have been sent a migration notice (MN) to move to UC (managed migrations). Of these:
 - 1,477 have made a claim to UC.
 - Claimants in the first 5 cohorts have passed their original migration deadlines.
 - Claimants in Echo and Foxtrot will have reached their original migration deadlines in December.
 - Higher proportions of Tax Credit only claimants have their legacy benefits terminated without moving to UC compared to claimants on DWP benefits.
 - A higher proportion of claimants in the Discovery phase are requesting Telephone only claims compared to what has been observed in standard UC delivery.
 - ESA claimants are making the most requests for telephone only claims and Tax Credit claimants are making the fewest requests.

Section 1: Completed moves to UC and remaining legacy caseload.

This section covers:

- Moves from legacy benefits to UC.
- The remaining legacy caseload still in scope for moving to UC.
- Move to UC comms activity and performance.

2.4 million households remain on the legacy caseload as of the end of October 22.



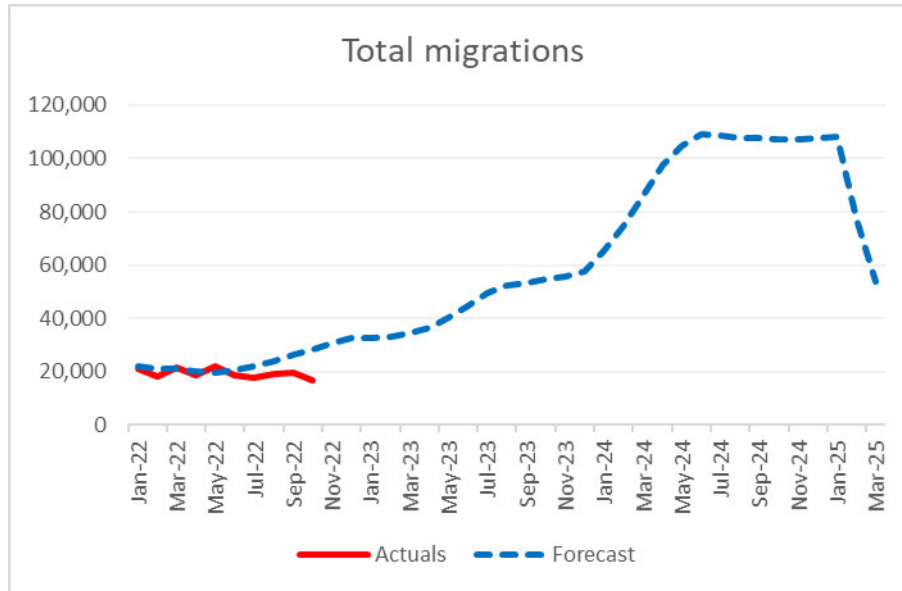
From January-22 to October-22 we have estimated that:

- 191,000 households moved to UC via natural or voluntary migration.
- 1,300 households moved to UC via managed migrations
- 148,000 households left legacy benefits without moving to UC.
- Numbers here are rounded to the nearest 1,000.

Notes:

- The method above uses different datasets to estimate the fall in legacy caseload and migrations so the number leaving legacy benefits without moving to UC is just illustrative.
- In addition, the datasets used for forecasts and actuals are not fully consistent – colleagues are working on producing one consistent dataset to combine actuals and forecasts.

Migration actuals have been broadly in line Spring-22 forecast migrations but lower from July 22

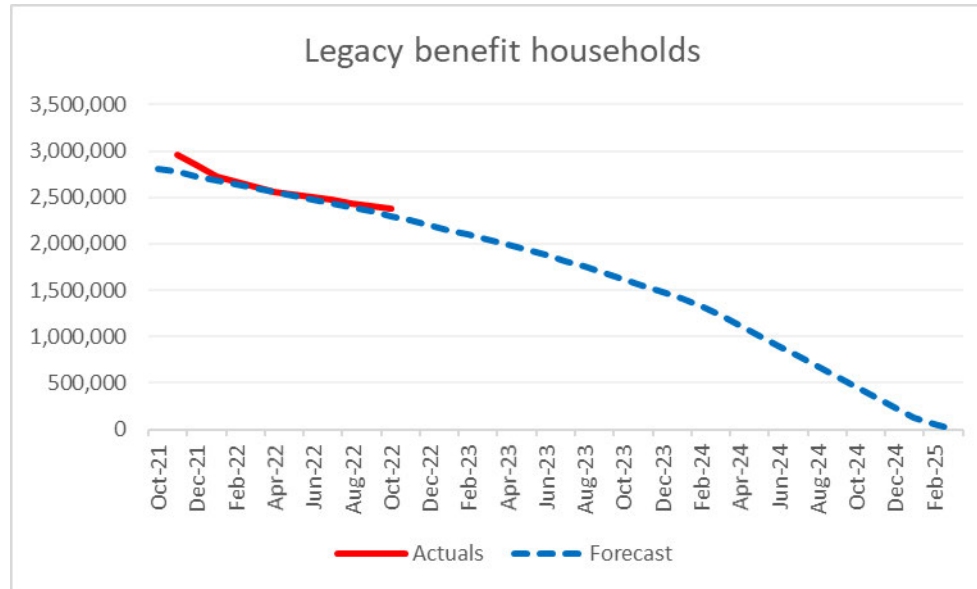


Notes:

- The definition used to identify actual migrations is a household that makes a declaration for UC within 45 days of their legacy claim closing. They do not have to go on to receive a UC payment. The definition used for the forecasts is slightly different.
- Figures change due to retrospection, with the latest month being the most likely to change.
- These figures include Managed Migrations.

Total migrations (monthly)	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Actuals	21,000	18,000	22,000	19,000	22,000	19,000	17,000	19,000	20,000	17,000
Forecast	22,000	21,000	21,000	20,000	20,000	21,000	22,000	24,000	26,000	28,000

The Spring-22 legacy benefit caseload forecast was around 4% lower than actuals in October 22.

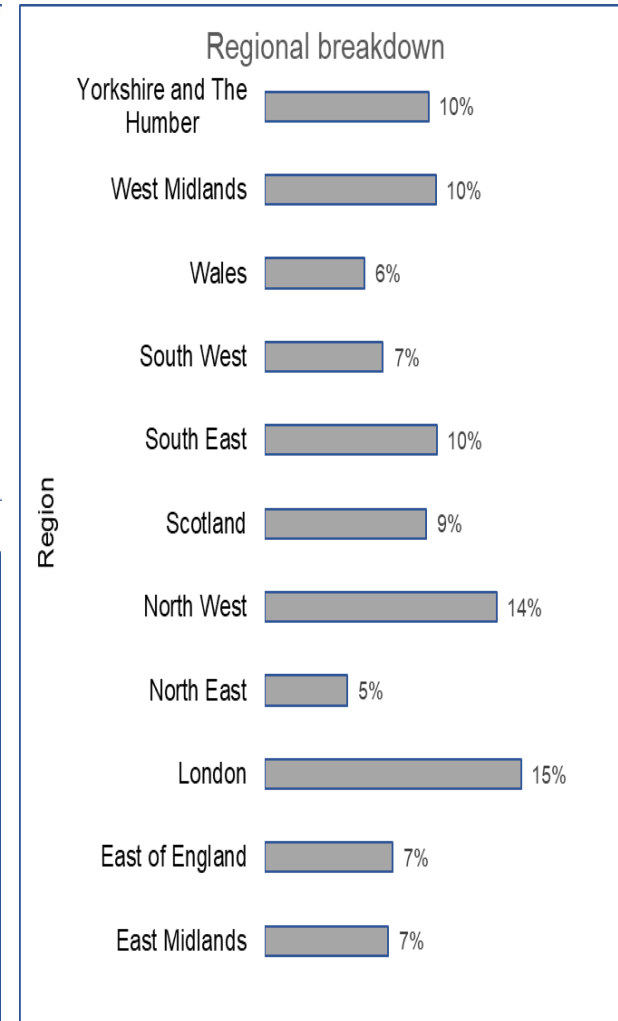
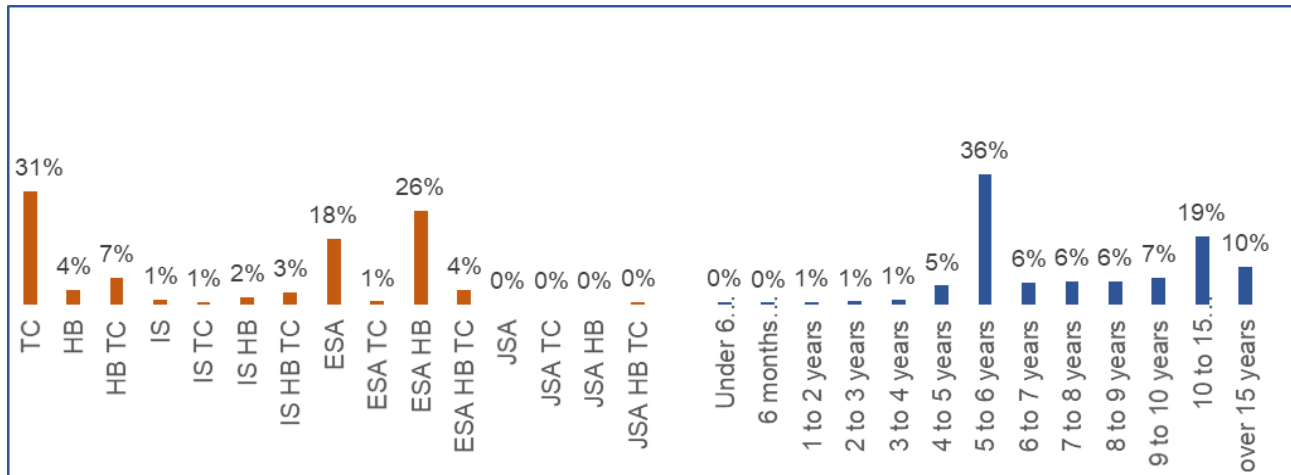
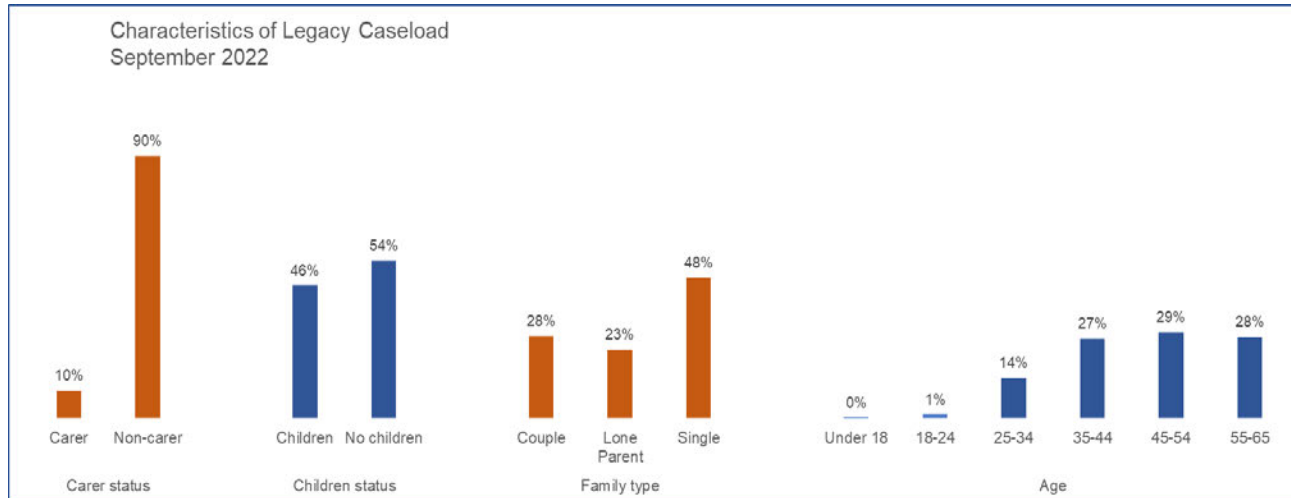


Notes:

- The legacy benefit caseload forecast is based on a slightly different dataset to the estimate of the actual number of households remaining on legacy benefits. Work is underway to produce data using a consistent series.
- Latest figures based broadly on data to end of October 22.

Legacy benefit caseload (end of month)	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Actuals (000s) (estimated)	2,726	2,668	2,611	2,554	2,526	2,499	2,471	2,437	2,407	2,385
Forecast (000s) (actuals to Oct-21)	2,685	2,642	2,600	2,560	2,518	2,477	2,434	2,390	2,344	2,298
% Difference	-2%	-1%	0%	0%	0%	-1%	-1%	-2%	-3%	-4%

Characteristics of the remaining legacy caseload as at end of September 22 (updated quarterly)

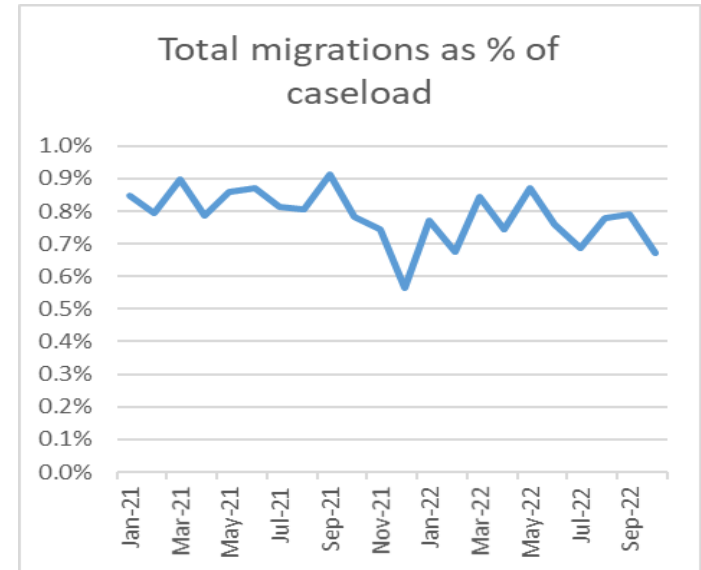
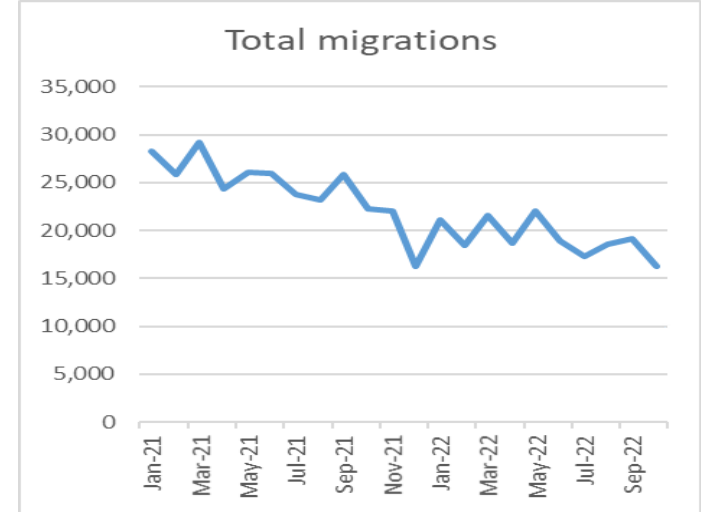


Move to UC Dashboard

– October 22

- Migrations have fallen over the last year as the legacy caseload falls – ***these figures don't include managed migrations.***
- Migrations as a % of the caseload - a dip in December is observed as fewer claims tend to be made at this point.

Migration volume monthly estimates	Total migrations	Legacy caseload	Total migrations as % of caseload
Jan-22	21,000	2,726,000	0.8%
Feb-22	18,000	2,668,000	0.7%
Mar-22	22,000	2,611,000	0.8%
Apr-22	19,000	2,554,000	0.7%
May-22	22,000	2,526,000	0.9%
Jun-22	19,000	2,499,000	0.8%
Jul-22	17,000	2,471,000	0.7%
Aug-22	19,000	2,437,000	0.8%
Sep-22	19,000	2,407,000	0.8%
Oct-22	16,000	2,385,000	0.7%



Section 2: Managed migrations analysis and research

This section covers:

- The test and learn approach, research plans and findings.
- Analysis of people who have been sent a migration notice. This includes information on the extent to which they have progressed their UC claim.

Please note: Data on migration notices and managed moves are produced from a different source to the figures in Section 1. The managed migration data are updated more frequently which means we can produce more up to date figures than is possible for the voluntary and natural migration figures in the previous section.

Move to UC Discovery Tests.

Test	Migration Notice version	Reminders version	Target cohort	Sample size	LA Area	Notes
Earliest Testable Service - baseline	Migration Notice v1	Reminders v1	All claimants (not all combinations covered)	500	Bolton + Medway	ETS journey - all experiments are measured against this baseline
Alpha	Migration Notice v2	Reminders v1	Exclude ESA Also Exclude HB in Bolton (some new combinations not in ETS)	250	Bolton + Medway	Test is of the alternative migration notice to explore if more direct wording elicits a high response rate.
Bravo	Migration Notice v1	Reminders v1	ESA (with combinations)	250	Bolton + Medway	This test is re-running the baseline test in order to learn about having more claimants in the journey.
Charlie	Migration Notice v1	Reminders v1	Tax Credits only	250	Bolton + Medway	This test is re-running the baseline test in order to learn about having more claimants in the journey.
Delta	Migration Notice v1	Reminders v1	All claimants	250	Cornwall	First new location: coastal area
Echo	Migration Notice v1	Reminders v2	Tax Credits only	250	Harrow	Second new location: test alternative reminders
Foxtrot	Migration Notice v1	Reminders v2	Tax Credits only	250	Northumberland	Third new location

From November, Migration Notices are being issued on a continuing basis as opposed to being sent in batches as cohorts.

Referred to as **"Standard"**, letters are being sent to **Tax Credit only** claimants.

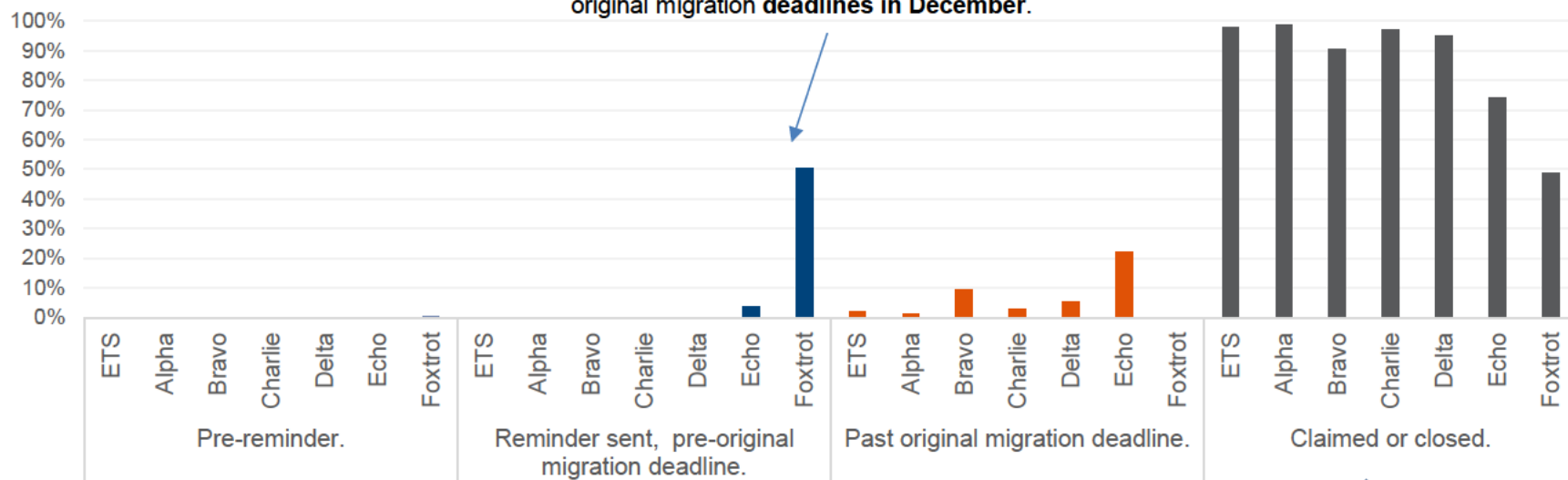
The **number of Migration Notices being sent remains small** – in November, 84 letters were issued to the "Standard" group.

Scaling of Tax Credit only claimants is **planned for 2023**.

Claimants in the first 5 cohorts have passed their original migration deadlines.

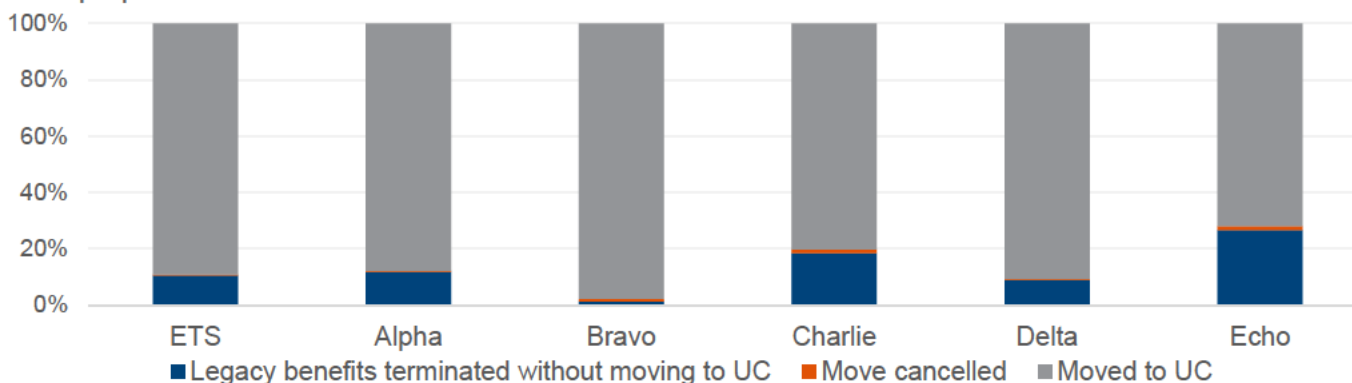
Point in claim journey - all cohorts

Claimants in **Echo and Foxtrot** reach their original migration deadlines in **December**.



Move to UC outcome

As a proportion of cases claimed or closed

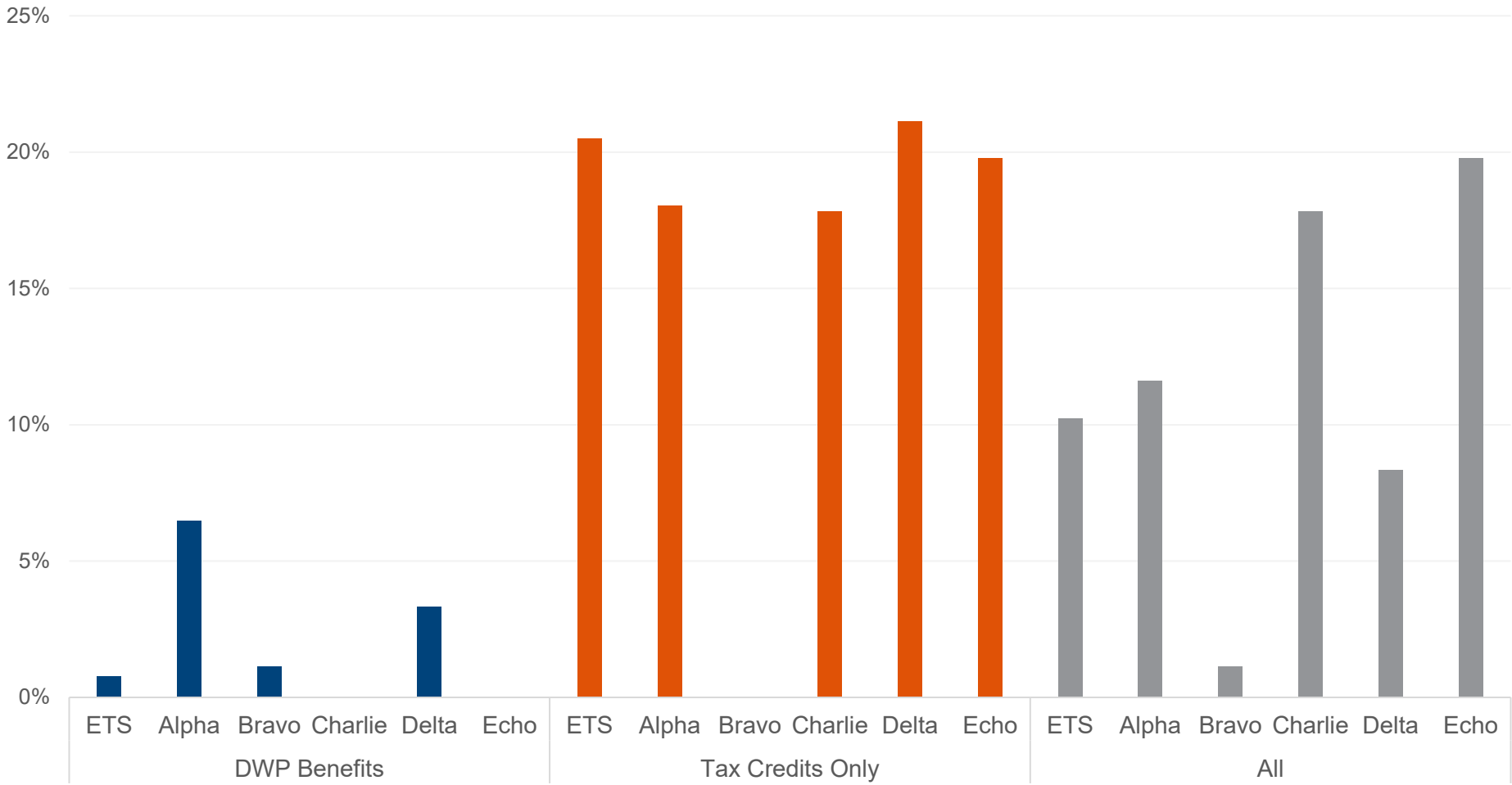


A higher proportion of claimants in **Charlie and Echo** have had **legacy benefits terminated** without having yet moved to UC. Charlie and Echo are **Tax Credit only** cohorts.

- The "Moved to UC" proportions may retrospectively increase for more recent cohorts as they have only recently passed their migration deadline - claimants are given a month from their deadline date to make a claim and still be entitled to Transitional Protection.
- Claimants were given auto-extensions in cohorts up to and including Delta. From Echo onwards, extensions were not automatically applied.

Across cohorts, higher proportions of Tax Credit only claimants have their legacy benefits terminated without moving to UC compared to claimants on DWP benefits.

Legacy benefits terminated and no UC claim made
As a proportion of Migration Notices sent



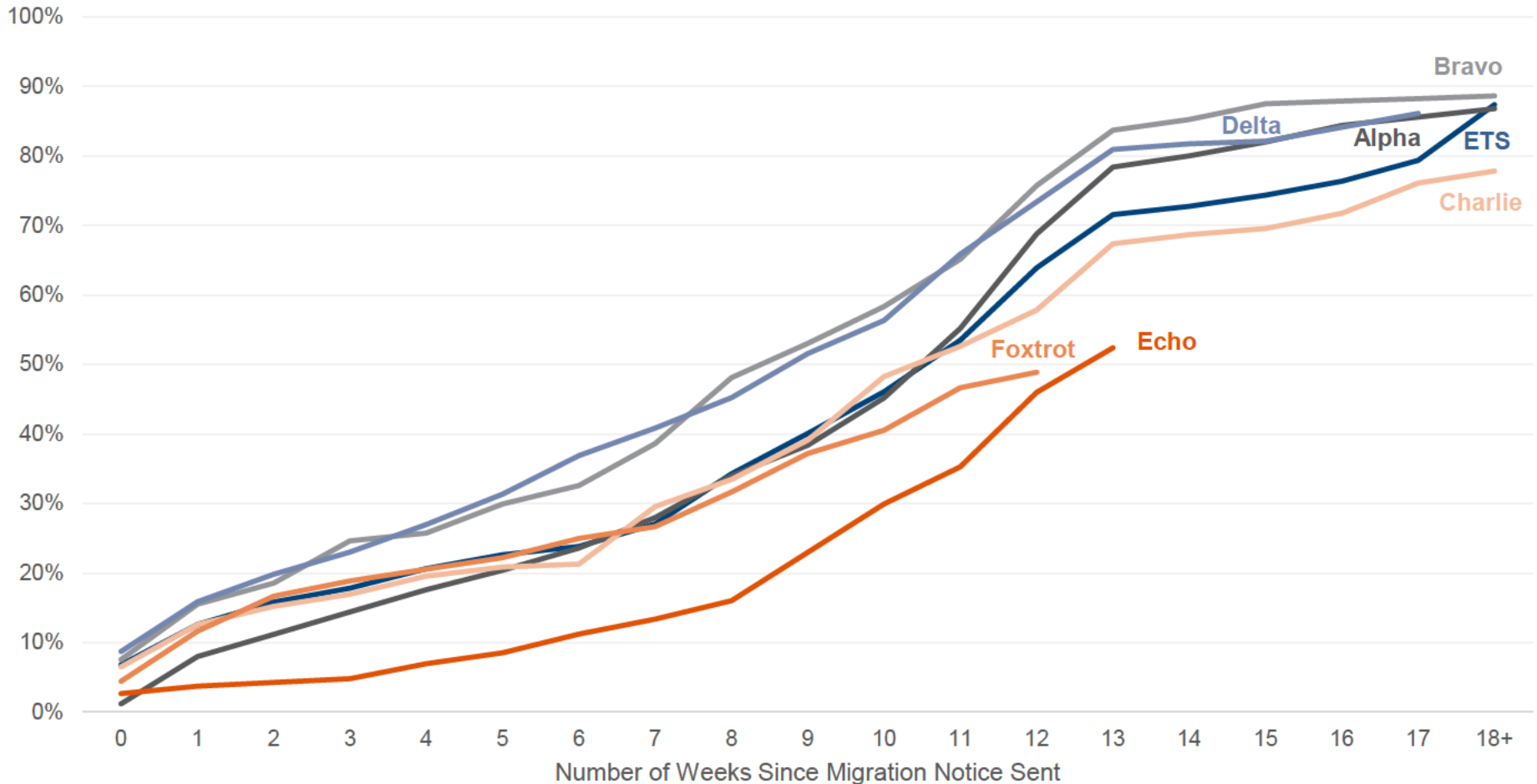
- **Charlie and Echo** cohorts are **Tax Credits only**.
- **Bravo** is **ESA** (with combinations).



As a result, Tax Credit only cohorts have lower claim rates.

Time to claim (weeks) for each cohort

Cumulative claims made as a proportion of migration notices sent



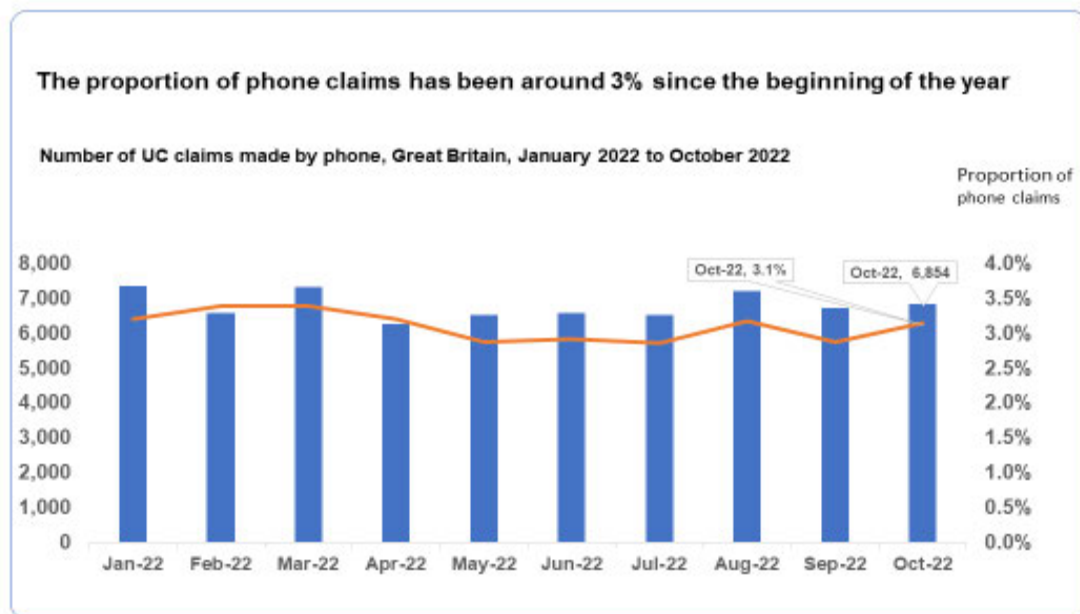
- Charlie, Echo and Foxtrot (orange lines) cohorts are Tax Credit only.
- Bravo (grey line) is ESA (with combinations).

Analysis of telephone claims

Official-Sensitive

Since the ETS cohort was rolled out there have been more requests for telephone only claims, this is reflected in the data. The following charts show the historical trend for telephone only claims to UC which are very low. We then look at the breakdown of telephone only claims by each cohort and in the final slide the typical breakdown of the telephone claim population. The figures are all derived from Move to UC data. A small qualitative project, interviewing telephone only claimants will be undertaken to understand what support is needed during the initial claim process and how claimants cope maintaining a telephone only claim.

Historically, the number of telephone claims to UC have been low, the last year is typical of the numbers seen previously. Since January 2022, the average number of UC phone claims per month was 6,800 representing around 3% of UC claims caseload.



Discovery cohort telephone claims

Official-Sensitive

However, we've seen an increase in the number of telephone claims since May. The proportion of UC phone claims in the Bravo cohort for example, have been 18%, compared to overall GB proportion of 3%.

Total number of UC claimants by cohort; May 2022 to October 2022

Cohort	Online claims	Telephone claims	Total claims	Percent phone claims
ETS (Earliest Testable Service) - includes all types of legacy benefit claimants	370	60	430	14%
Alpha - excludes ESA claimants	186	15	201	7%
Bravo - made up of mainly ESA claimants	179	40	219	18%
Charlie - Tax Credit claimants only	155	0	155	0%
Delta - mixture of claimants	167	31	198	16%
Echo - Tax credit claimants only	37	0	37	0%
Foxtrot - Tax credit claimants only	42	1	43	2%
Total	1,137	147	1,283	11%

There may be a number of reasons for this increase; health, disability issues.

In contrast, the tax credit only cohorts show lower numbers of phone claims

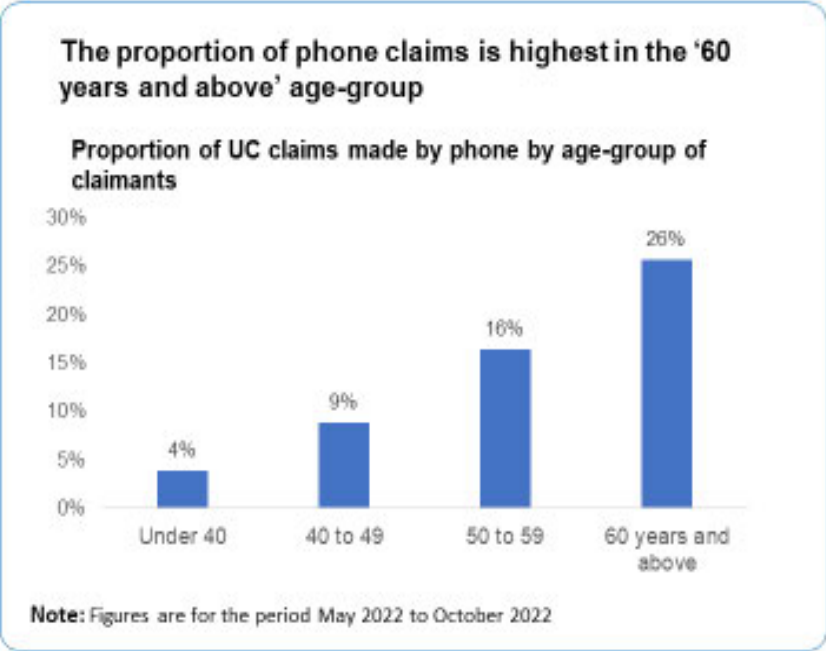
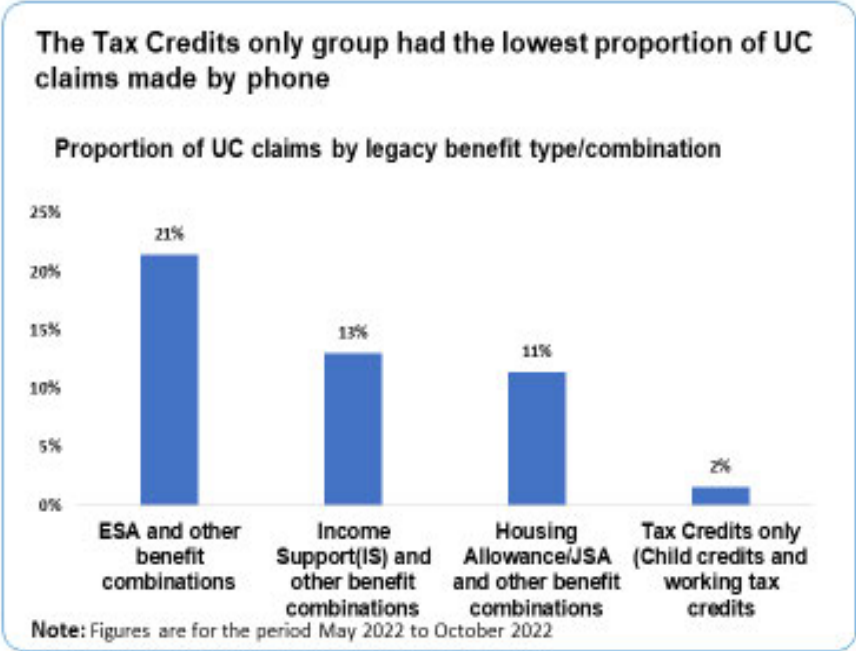
Official-Sensitive

UC

Discovery cohort telephone claimant type.

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The data allows us to investigate the number of phone claims in more detail. The proportion of UC phone claims is higher in older age groups or in those claimants who were on ESA before they migrated to UC



Summary

- This paper has been brought to this meeting because:
Please indicate whether

As a below the line paper

Decision	Approved
n/a – for information	