

To UC Programme Board Members **From:** Will Garner
Sponsor: Ian Wright
Date: 20/12/2022

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 over 1900 claimants that have been notified to Move to UC as part of Discovery.
2. Claimants that have been sent a migration notice as part of the Discovery tests listed in Annex A have almost all reached their deadline date. 84% of the claimants notified have either claimed UC or had their legacy claim closed.
3. We continue to use ACSL team and visiting officers to a small number of claimants who have not completed the Move to UC process. Outcomes to date from the Earliest Testable Service in summary are:

Point in journey	Households	Proportion
Migration Notices Issued	499	100%
Total claimed or closed	488	98%
Legacy benefits terminated without moving to UC.	52	10%
Move cancelled, excluded or deferred.	2	0%
Claimed UC, no statement	1	0%
On UC, had a statement.	422	85%
Closed between claim date and first statement	9	2%
Closed after having a statement.	2	0%
Total still to claim	11	2%

Progress since the last board

4. A below the line paper is provided showing our assessment against the readiness criteria for scaling Move to UC. Items marked as Amber/Red last month are now marked Amber due to progress made on IT integration with HMRC and on operational planning.
5. We have agreed with operational colleagues an interim operating model for scaling Tax Credit Moves in 2023. This will feature Move to UC Service Centres (like Bolton which was set up for the Discovery tests) providing support to people pre-claim and specialist teams in Service Centres across the UC network supporting claimants post-claim.
6. As reported to the board last month, we are now continuously sending small numbers of Migration Notices to Tax Credit claimants in order to continue the learning process and to begin a continuous flow of claimants through the core Move to UC journey.

Next steps

7. We are engaging with the ministerial team on publishing some of the insights from the Earliest Testable Service as part of publically setting out our plans for 2023. A first draft of the report has been provided to the Minister for Employment and the Secretary of State.
8. Our Learning continues and we do not consider there to be a hard line between the Discovery and Scaling phases of the plan. However, we are beginning to deliver the changes required to operate Move to UC at greater scale including automation of HMRC data; digital service enablers for Move to UC agents to track and manage Move claimants; and rolling out Move to UC support to another Service Centre (Bristol).
9. Implementation plans for scaling will be monitored by the Implementation Control Centre which met for the first time on 14 December.
10. We will continue to innovate and test improvements to the baseline Move to UC journey for Tax Credit claimants. This will form a continuous discovery process running in parallel to the scaling work in the early part of 2023.

Decision / Recommendation

11. Programme Board are asked to note the progress of the Discovery work and the move towards scaling Tax Credit moves in 2023.

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

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