Move to UC Data and Insights Pack

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Board/Authority/Group: UC Programme Board

Date: 19th January 2023

For Information / below the line paper.

UCPB190123 – BTL02

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 January 2023.
- 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.

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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 November 2022. The caseload forecast was around 5% lower than the actuals.
- 205,000 households moved to UC between January 2022 and November 2022.
- From 26 April to 27 May, Tax Credit customers received UC leaflets in their annual Tax Credit renewal packs.

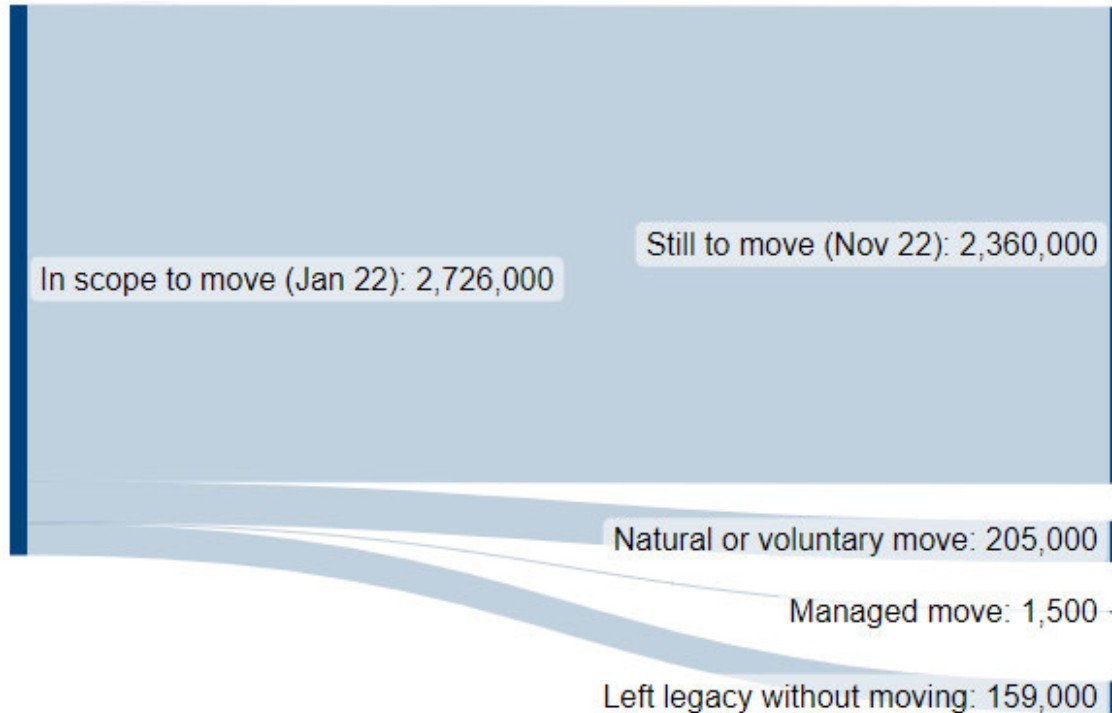**Section 2: Managed migrations analysis and research.**

- Since May 2022, 2,062 people have been sent a migration notice (MN) to move to UC (managed migrations). Of these:
  - 1,557 have made a claim to UC.
  - From November, Migration Notices are being issued on a continuing basis instead of cohorts.
  - All claimants in the cohorts have passed their original migration deadlines.
  - Claimants in Foxtrot are yet to reach their extended migration deadlines.
  - The Echo cohort could potentially end up with a high proportion of claimants closing legacy benefits without moving to UC relative to other cohorts.

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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.

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

In scope to move (Jan 22): 2,726,000

Still to move (Nov 22): 2,360,000

Natural or voluntary move: 205,000

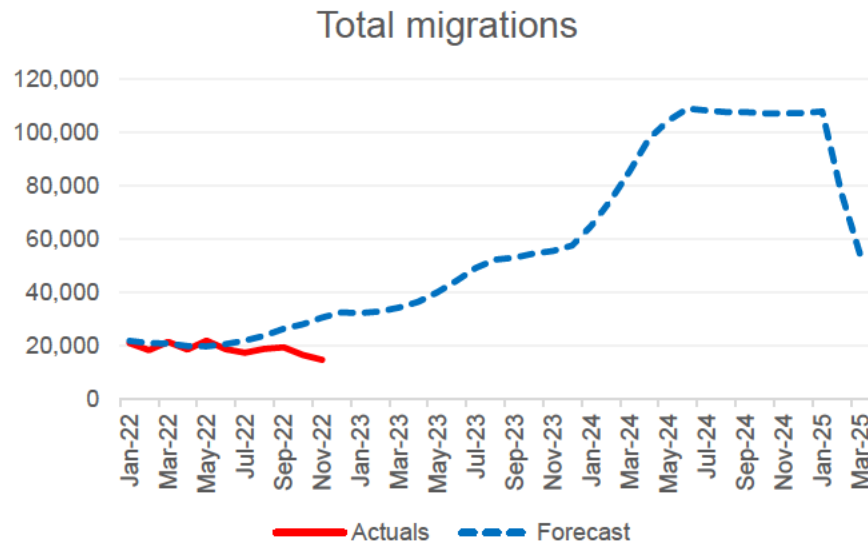Managed move: 1,500 —

Left legacy without moving: 159,000

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

•205,000 households moved to UC via natural or voluntary migration.
•1,500 households moved to UC via managed migrations
•159,000 households left legacy benefits without moving to UC.

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.

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Migration actuals remained broadly in line with Spring-22 forecast migrations until July 22 where they begin to diverge

Total migrations

Actual migrations are lower than forecast at Spr-22 because of the additional voluntary migrations we assumed would happen at Spr-22. We have since removed these from our Autumn forecast as there is no plan to further encourage them.
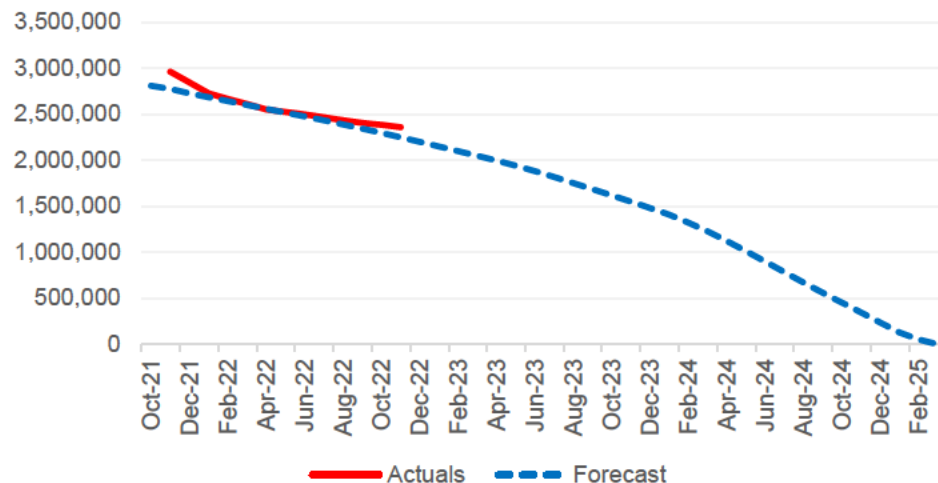
Notes:

- 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 and they include Voluntary Migrations which accounts for some of the divergence.

- Both sets of figures include Managed Migrations.

- Figures change due to retrospection, with the latest month being the most likely to change.

- Note – we will update with Aut-22 forecasts next month.

Total migrations (monthly)	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Actuals	21,000	18,000	22,000	19,000	22,000	19,000	17,000	19,000	20,000	17,000	16,000
Forecast	22,000	21,000	21,000	20,000	20,000	21,000	22,000	24,000	26,000	28,000	31,000

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The Spring-22 legacy benefit caseload forecast was around 5% lower than actuals in November 22

Legacy benefit households

The Spr-22 forecast is lower than actuals because migrations to UC have been lower than forecast (set out on slide 6) but also because other exits from legacy benefits are not as high as forecast.
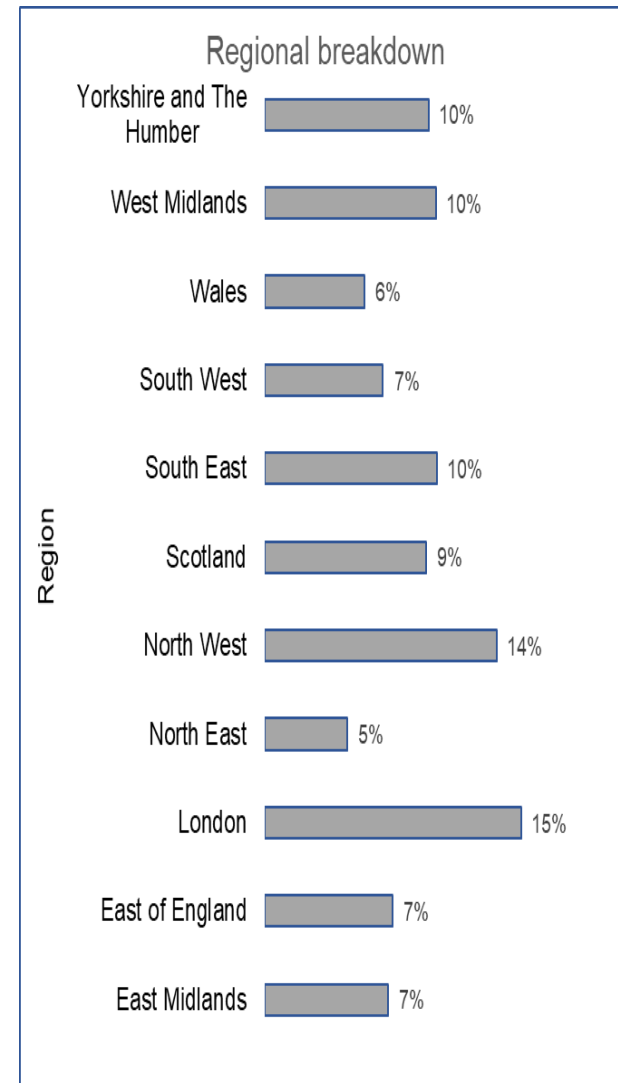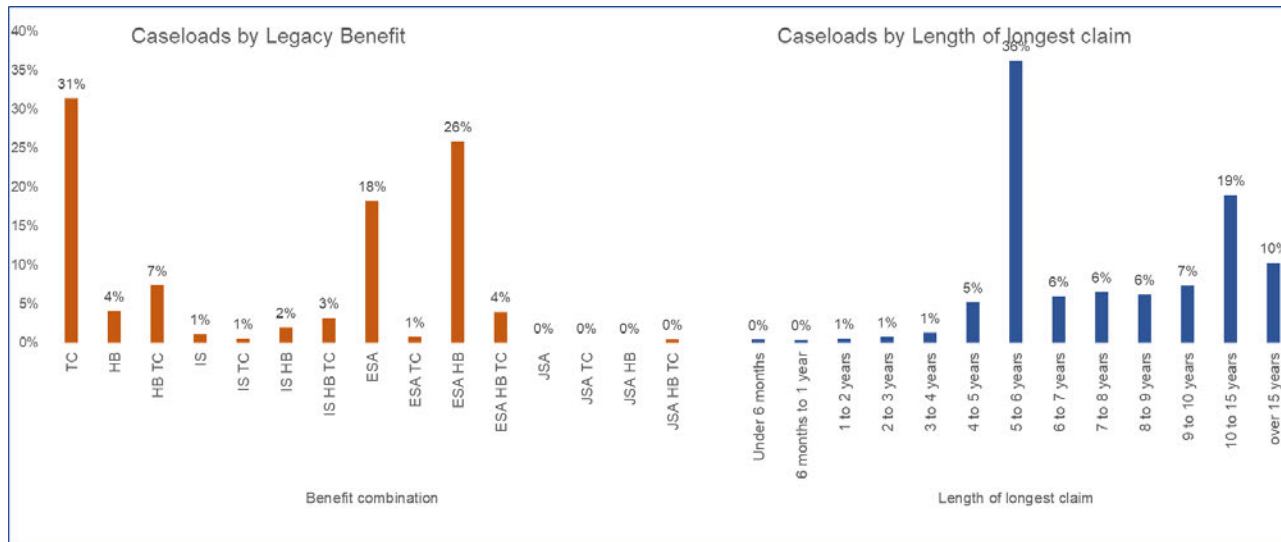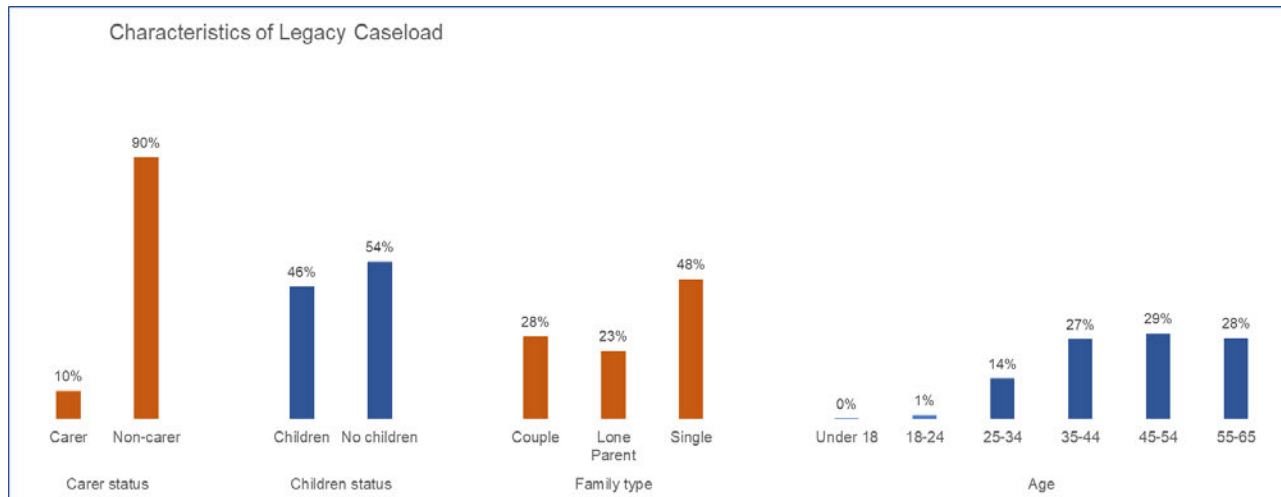
Notes:
- The legacy benefit caseload forecast is based on a slightly different dataset to the estimate of the actual number of households remaining on legacy benefits. Work is underway to produce data using a consistent series.

- Latest figures based broadly on data to end of November 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	Nov-22
Actuals (000s) (estimated)	2,726	2,668	2,611	2,554	2,526	2,499	2,471	2,437	2,407	2,385	2,360
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	2,249
% Difference	-2%	-1%	0%	0%	0%	-1%	-1%	-2%	-3%	-4%	-5%

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

Characteristics of Legacy Caseload

Carer status: Carer 10%, Non-carer 90%
Children status: Children 46%, No children 54%
Family type: Couple 28%, Lone Parent 23%, Single 48%
Age: Under 18 0%, 18-24 1%, 25-34 14%, 35-44 27%, 45-54 29%, 55-65 28%

Caseloads by Legacy Benefit

TC 31%, HB 4%, HB TC 7%, IS 1%, IS TC 1%, IS HB 2%, IS HB TC 3%, ESA 18%, ESA TC 1%, ESA HB 26%, ESA HB TC 4%, JSA 0%, JSA TC 0%, JSA HB 0%, JSA HB TC 0%

Caseloads by Length of longest claim

Under 6 months 0%, 6 months to 1 year 0%, 1 to 2 years 1%, 2 to 3 years 1%, 3 to 4 years 1%, 4 to 5 years 5%, 5 to 6 years 36%, 6 to 7 years 6%, 7 to 8 years 6%, 8 to 9 years 6%, 9 to 10 years 7%, 10 to 15 years 19%, over 15 years 10%

Regional breakdown

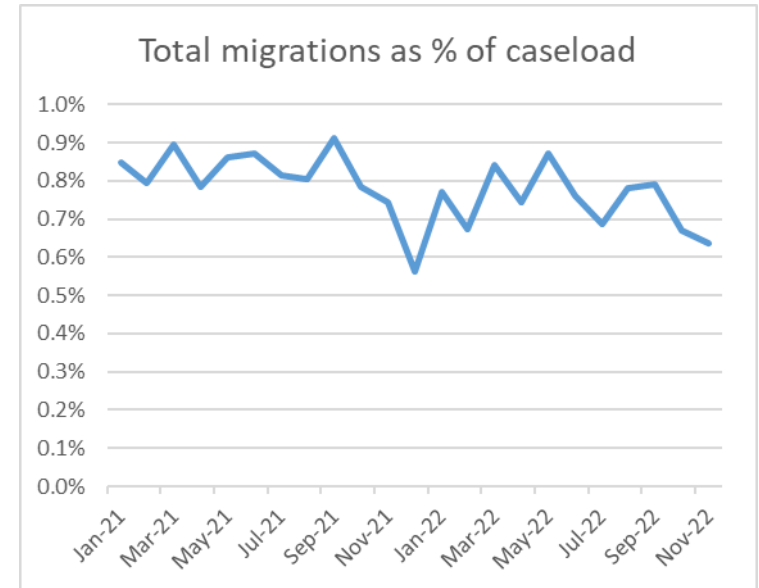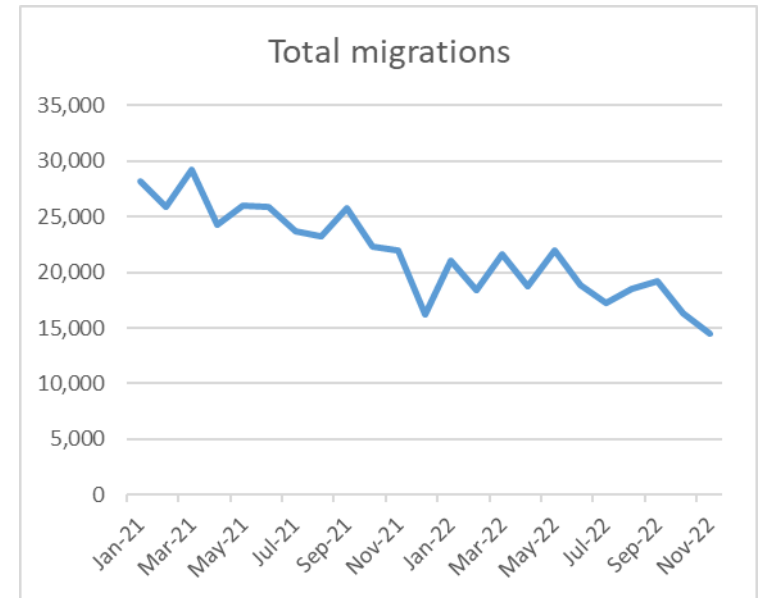| Region	%
Yorkshire and The Humber	10%
West Midlands	10%
Wales	6%
South West	7%
South East	10%
Scotland	9%
North West	14%
North East	5%
London	15%
East of England	7%
East Midlands	7%

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Move to UC Dashboard – November 22

- Migrations have fallen over the last year as the legacy caseload falls – *these figures don't include managed migrations*.

- Migrations have tended to fall as a % of the overall caseload as longer term claimants remain on the caseload who are less likely to have a change of circumstance to trigger a natural migration.

- 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%
Nov-22	15,000	2,360,000	0.6%

Total migrations

Total migrations as % of caseload

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Section 2: Managed migrations analysis and research

This section covers:

- The test and learn approach.
- 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.

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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.
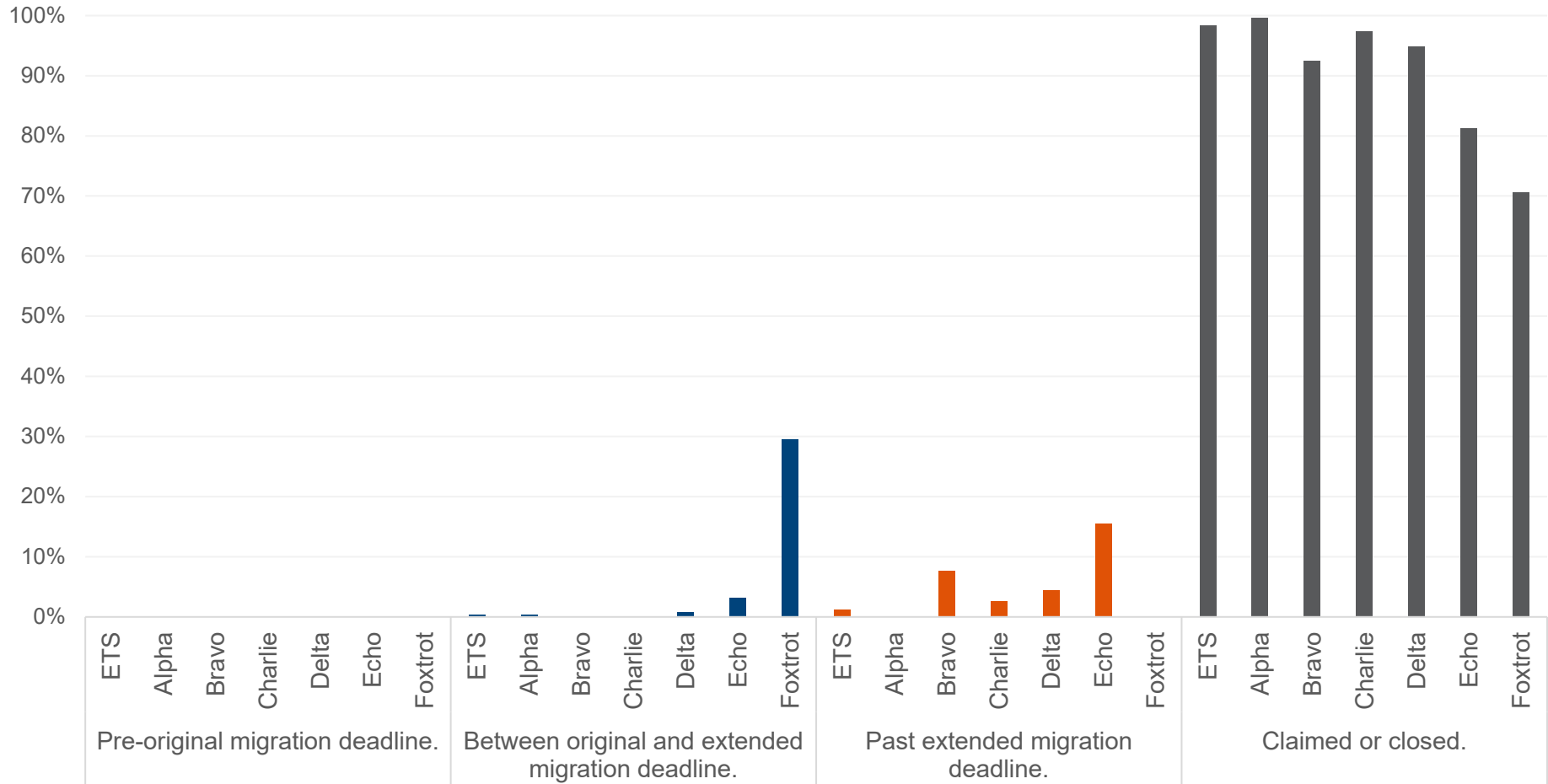Referred to as **"Standard"**, letters are being sent to **Tax Credit only** claimants.
The **number of Migration Notices being sent remains small** – in November, 84 letters were issued to the "Standard" group.
Scaling of Tax Credit only claimants is **planned for 2023**.

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All claimants in the cohorts have passed their original migration deadlines.
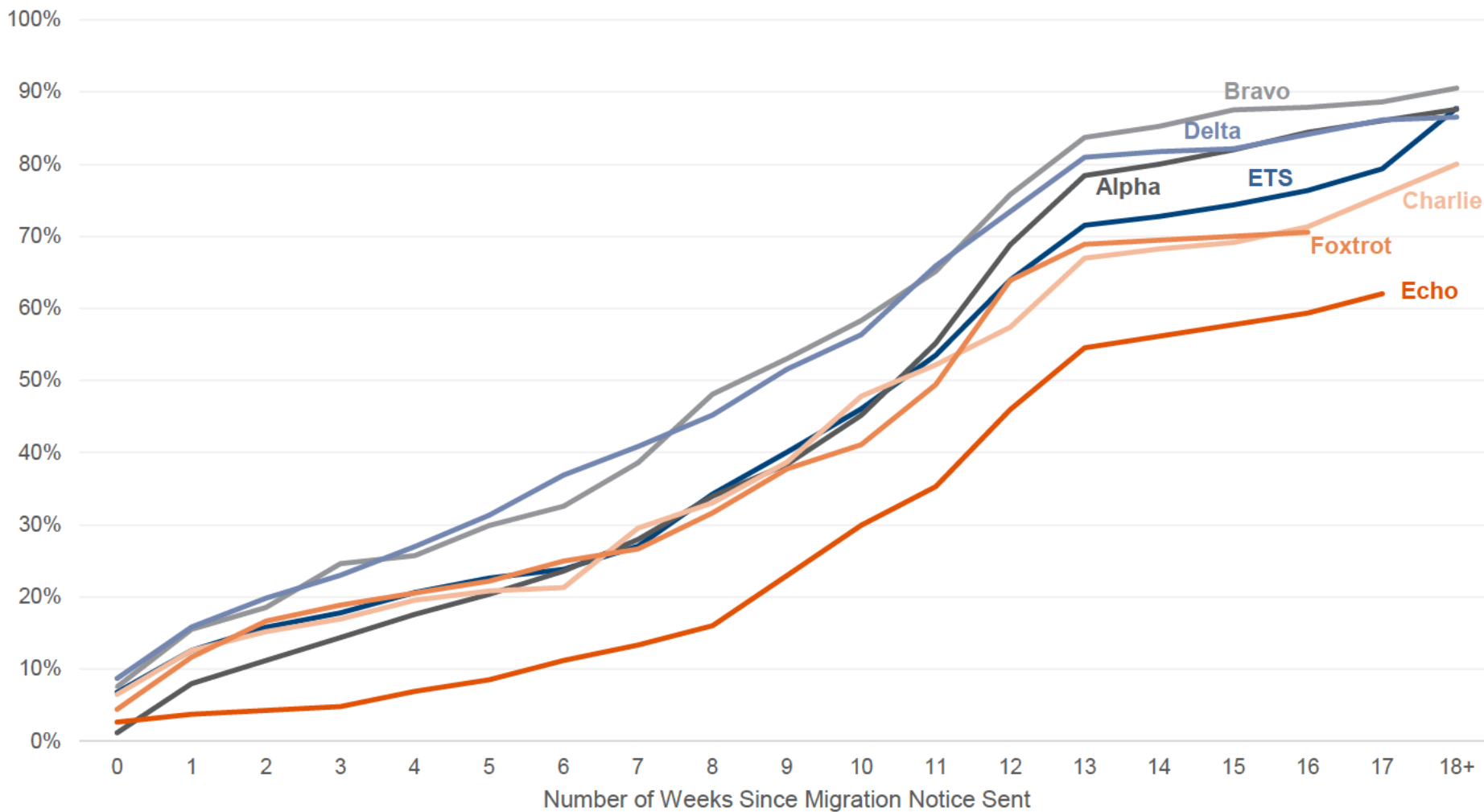
Point in claim journey - all cohorts

- Claimants in **Foxtrot** are **yet to reach their extended** migration **deadlines**.
- A noticeable proportion of **Bravo and Echo** claimants are **past their extended migration deadlines** without having made a claim or having their legacy benefit(s) terminated.
- The **Bravo** cohort are **ESA** (with combinations). **Echo** are **TC only** but have been **consistently claiming at lower rates** compared to other cohorts (see next slide).

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Echo have been consistently claiming at lower rates compared to other cohorts.

Time to claim (weeks) for each cohort
Cumulative claims made as a proportion of migration notices sent

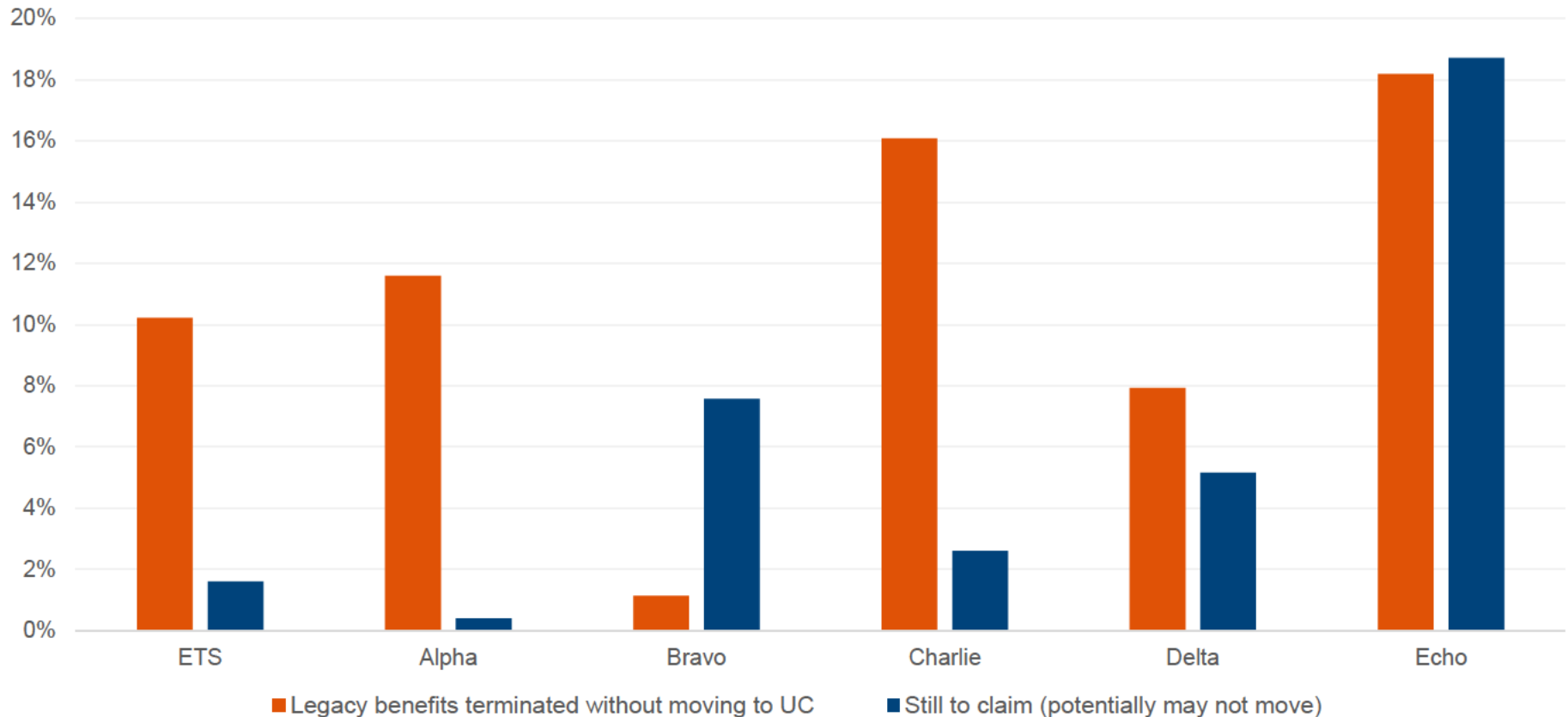- **Charlie, Echo and Foxtrot (orange lines)** cohorts are **Tax Credit only**.
- **Bravo (grey line)** is **ESA** (with combinations).

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The Echo cohort could potentially end up with a high proportion of claimants closing legacy benefits without moving to UC.

Proportion of cohorts with legacy benefits terminated without moving to UC
and proportion still to claim

Legend:
■ Legacy benefits terminated without moving to UC   ■ Still to claim (potentially may not move)

- The majority of remaining claimants in these cohorts are **past their extended migration deadlines**.
- **Echo** already has the **highest proportion** of claimants **closing legacy benefits without moving to UC.**
- In addition, about **20% of the Echo cohort** are yet to claim UC so the proportion discontinuing benefits could increase further still if they choose not to move.

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Completing the move to Universal Credit: Learning from the Discovery Phase Published 10 January 2023

- The Department has published its second in a series of papers about Completing the move to Universal Credit.

- This second paper published on the 10th January 2023 on gov.uk provides details of research, insight and analysis taken from the Discovery phase.

- Much of this insight has already been shared with Programme Board as part of this regular series of below the line papers.

The full paper can be found here

[Completing the move to Universal Credit: Learning from the Discovery Phase - GOV.UK (www.gov.uk)](www.gov.uk)

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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	

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