

To UC Programme Board Members **From:** Will Garner
Sponsor: Ian Wright
Date: 19/01/2022

Paper Title: Move to UC 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. As we start 2023, we are looking to transition the Move to UC project away from pure discovery and into implementation. The Programme Board agenda includes for example considerations for the operating model and roll out of Tax Credits migration as we look to scale from April.
2. From the Discovery cohorts, we continue to use ACSL team and visiting officers to a small number of claimants who have not completed the Move to UC process. Some of these challenging cases will be escalated to the Implementation Control Centre to establish some principles about next steps.

Progress since the last board

3. We published on gov.uk the first set of insight from Discovery including detail of the outcomes from the 499 claimants that were part of the Earliest Testable Service. This was followed by a successful event with stakeholders sharing some more detail on the learning and insight.
4. Continuous flow of notifying claimants began at low volume in November 2022 (c. 25 claimants a week) and volumes are being increased toward the agreed profile (c. 1,000 / month Jan-Mar 2023).
5. HMRC have delivered their IT integration milestones in support of automating TP calculations for Tax Credit customers.
6. The Migration Notice has been updated in line with the insights we've gathered from Discovery and is now specific to Tax Credit claimants.

7. The Implementation Control Centre is established and meeting weekly to monitor scaling progress and implementation issues.

Next steps

8. As stated previously, learning continues and we do not consider there to be a hard line between the Discovery and Scaling phases of the plan. We continue to close out the various Discovery cohorts and will be able to publish similar data to the ETS data once these are near complete.
9. 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.
10. In line with the IPA recommendation, we are doing planning work for running further Discovery of other benefit combinations.

Decision / Recommendation

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



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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



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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