

<b>To</b>	<b>UC Programme Board Members</b>	<b>From:</b>	<b>Will Garner</b>
		<b>Sponsor:</b>	<b>Ian Wright</b>
		<b>Date:</b>	<b>21/02/2023</b>

**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 the board are aware, we are now focused on transitioning the Move to UC project away from pure discovery and into implementation. The Programme Board agenda includes a focus on all of the learning we've gathered to date and how we are applying this to the evolving design of the service.
2. The Programme Delivery Executive (PDE) are regularly reviewing readiness for scaling in April 2023 and currently rate our readiness state as Amber meaning successful delivery appears feasible though there are issues that need attention.
3. Continuous flow of notifying claimants began at low volume in November 2022 (c. 25 claimants a week) and volumes are being increased with 541 being sent in January. This is lower than our forecast profile of 1,000 due to additional reminders and termination actions that were needed on the Discovery cohorts who received an extension over the Christmas holiday.

**Progress since the last board****For claimants**

4. The consolidated learnings from discovery (included on today's board agenda) have been shared with ministers with a view to sharing these more widely with stakeholders.
5. The Migration Notice has been updated in line with the insights we've gathered from Discovery and is now specific to Tax Credit claimants.
6. We 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.

7. We are prioritising tests to encourage more people to claim by their deadline and to build more confidence in the process of making a claim. We are therefore currently testing a third reminder sent a week before a claimant's deadline date. In March we are planning to:
- send out DWP and HMRC co-branded migration notices and reminder letters
  - test approaches to providing "how to" information around the claim process; and
  - explore the use of a QR code to enable people to easily get from a letter to start making a claim online

### **For operations**

8. We have successfully trained and on-boarded a team of agents in Bristol Service Centre to add to the existing Bolton team and prove we can operate the Move service from more than one location. This has been a timely addition as the team in Bristol have been able to support Move claimants during industrial action in the North West.
9. We have agreed
10. For the agents working on Move, we have removed a lot of reliance on manual processing using the spreadsheet incorporating this into our digital service, saving agent time and reducing error. This includes:
- Tasks have been added to the Move to UC service to support agents to stop the Tax Credit claim or notify a claimant that they have more time to claim.
  - A new task list page has also been added which supports team leaders in finding and allocating tasks, significantly reducing the amount of time spent on these activities.
11. Further automation of TE calculations and stop notices is on track for March whilst automation of identifying Tax Credit claimants and sending migration notices will not be delivered until mid April. This means we will need to continue with manual processes for sending out Migration Notices.

### **Next steps**

12. PDE continue to monitor the readiness for scaling in April and will start to take a 3-month rolling view of readiness to deliver in line with the forecast profile.
13. Planning for discovery work with other legacy benefit claimants is underway in line with the IPA review recommendation.

### **Decision / Recommendation**

14. Programme Board are asked to note the progress of the Discovery work and progress towards scaling Tax Credit moves from April.