To	UC Programme Board Members	From:	Will Garner
		Sponsor:	Ian Wright
		Date:	21/03/2023

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 readying the Move to UC service for scaling up migrations of Tax Credits claimants.

2. The Programme Delivery Executive (PDE) are regularly reviewing readiness for scaling in April 2023 and these are presented for review by the Programme Board today.

3. Continuous flow of notifying claimants began at low volume in November 2022 and we are now sending around 1,000 Migration Notices a month with just under 900 being sent in February 2023.

Progress since the last board

For claimants

4. We continue to innovate and test improvements to the baseline Move to UC journey for Tax Credit claimants.

5. 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 by SMS a week before a claimant's deadline date

- DWP and HMRC co-branded migration notices and reminder letters

6. We further plan to 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

- an earlier reminder in the process

For operations

7. We have made a number of improvements to the Move to UC Service for operations including time-based triggers for key actions such as sending reminders and stopping tax credit claims. This saves time for Case Managers and Team Leaders.

8. We have an integration release from HMRC late March (22nd). This is a significant step in increasing automation of the TE calculation as it will pre-populate the Tax Credit information currently entered by agents, saving time for Case Managers. This release also enables us to automatically send stop notices for people who have made a claim.

9. HMRC are preparing sufficient (10,000) Tax Credit Claimant records so send to DWP at the end of March to meet the migration notice profile for April and we will continue to send these manually. Later in April we plan to integrate the data flow for identification of claimants and sending of migration notices, plus automated stop notices for those who don't claim.

Next steps

10. The Implementation Control Centre is in place and will closely monitor performance of all aspects of the service as it scales from April.

11. Planning for discovery work with other legacy benefit claimants is underway in line with the IPA review recommendation.

Decision / Recommendation

12. Programme Board are asked to note the progress of the Move to UC work and readiness for scaling Tax Credit moves from April.