

**To** UC Programme Board Members      **From:** Will Garner  
**Sponsor:** Ian Wright  
**Date:** 16/05/2023

**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 began scaling at the beginning of April, increasing the migrations of single Tax Credit claimants to 5,000 in the month. A substantive item on the agenda covers operational progress on sending Migration Notices in line with profile.

**Progress since the last board**

**For claimants**

2. We continue to innovate and test improvements to the baseline Move to UC journey for Tax Credit claimants.
3. Last month we shared the updated Migration Notice with external stakeholders. From their feedback we are including specific information for claimants during the tax credits renewal window, as well as signposting to Help to Claim and independent advice.
4. We are assessing the impact of tests to encourage more people to claim by their deadline:
  - Tax Credits specific Migration Notice
  - DWP and HMRC co-branded migration notices and reminder letters
  - A third reminder sent by SMS a week before a claimant's deadline date.
  - Providing "how to" information around the claim process
5. We estimate that the Tax Credits specific Migration Notice has increased the claim rate by 5 percentage points.
6. We further plan to test:
  - 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

7. Colleagues in Northern Ireland began their discovery test as planned in April.

### **For operations**

8. HMRC provided data for May using the manual process as a contingency to ensure continued ability to send Migration Notices in line with our planned profile. Although integration with HMRC was completed on time there were some issues with the data being sent. Therefore the contingency data has been used for the early part of May in order to keep sending Migration Notices in line with the May profile.
9. Automations are being introduced iteratively to reduce manual handling of the various steps in the process including:
- The Transitional Element calculator is now automatically populated with data from HMRC
  - HMRC are notified automatically each day of claimants that have been notified to move
  - Agents now record claimant contact in the Move to UC service rather than tracking contact manually on a spreadsheet

### **Next steps**

10. Operations teams are moving to their operating model for scaling whereby Move to UC teams will be supporting pre-claim activity and post-claim activity is handled in our Service Centre network by ringfenced case management teams.
11. Further automation of Migration Notices and terminations is planned to remove manual effort from both UC and HMRC operations teams.
12. Planning for discovery work with other legacy benefit claimants is underway in line with the IPA review recommendation and will be brought to the Programme Board next month. This will include testing of shorter migration deadlines – subject to the regulations changes being made successfully.
13. Couples testing will begin with an initial batch test week beginning 22 May.

### **Decision / Recommendation**

14. Programme Board are asked to note the progress of the Move to UC work and continued expansion in May.