

**To** UC Programme Board Members      **From:** Will Garner  
**Sponsor:** Ian Wright  
**Date:** 20/06/2023

**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. In May, the profile rose to 13,000 which our operations colleagues exceeded. This paper updates on continued progress of scaling Move to UC.

**Progress since the last board**

**For claimants**

2. Operations continue to meet the growing monthly profile of Migration Notices in line with the Move to UC plan.
3. Couples testing has begun as planned, and operations have received (and processed) the first couples claim through managed migration.

**For operations**

4. In order to keep with the profile, we have continued to use a 'contingency' manual data transfer from HMRC to top up the number of available cases for operations to send Migration Notices. This is a side effect of our controlled roll out and won't be necessary once we are operating at greater scale in the Autumn.
5. In support of the couples tests, agents can see couples' records in the Move to UC service.

6. Automations are being introduced iteratively to reduce manual handling of the various steps in the process. Since the last board this has included:
  - The Move to UC service automatically checks the Customer Information System to confirm whether or not a claimant is a Tax Credits only claimant. It also checks the claimant address.
  - Week 7 reminder letters are automatically generated and dispatched by Gov.uk Notify.
  - Additional information is provided through the 'stop notice' back to HMRC to reduce manual effort in processing

**Next steps**

7. Automation of Migration Notices and terminations is planned to remove manual effort from both UC and HMRC operations teams.
8. Move will expand to more geographical areas in order to continue reaching the planned profile.
9. Plans for discovery will be elaborated in line with the approach outlined at the board.

**Decision / Recommendation**

10. Programme Board are asked to note the progress of the Move to UC work and continued scaling.