

To	UC Programme Board Members	From:	Will Garner
		Sponsor:	Ian Wright
		Date:	5/09/2023

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. The operational update at the board covers progress on implementing the scaling phase of Move to UC with numbers of migration notices issued continuing to rise. The product and design teams are continuing to support that scaling whilst also turning our attention to expansion through Discovery around couples claims and subsequently other benefit combinations beyond the Tax Credits only cohort.

Progress since the last board**For claimants**

2. Couples testing is in train and some early insights are provided as a substantive paper to the Programme Board.
3. The service expanded to Scotland in August with a specific version of the Migration Notice for claimants in Scotland. To enable expansion into Wales from September, products such as the Migration Notice are now available in Welsh.
4. Further automation of reminders has been implemented – this includes an SMS reminder at 10 weeks where we have a mobile number for the claimant. The process has also been improved so that we automatically check whether the SMS reminder has been received - if not we try to send an SMS to any other mobile numbers that we hold for the claimant, and failing that a second reminder letter will be sent instead.

For operations

5. Issuing of Migration Notices is now fully automated for Tax Credits only claimants. The introduction of the automation – combined with the available cases in the areas Move to UC is

operating in meant we were slightly below profile in July (though still within 10% of the planned profile). This stabilised in August and we sent slightly over the 38,000 profile that month.

Next steps

6. We continue to expand to more geographical areas in order to continue reaching the planned profile. We will also expand to include couples claims from October.
7. The Programme Delivery Executive reviewed our readiness for starting Discovery tests for other benefit combinations at its meeting on 30 August 2023 and approved the recommendation to start testing from 6 September.

Decision / Recommendation

8. Programme Board are asked to note the progress of the Move to UC work, support for scaling to the current profile and discovery work to enable further expansion.