

To UC Programme Board Members **From:** Will Garner
Sponsor: Ian Wright
Date: 17/10/2023

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. At the Programme Delivery Executive on 27 September we agreed to commence scaling of notifying Tax Credit couples claimants to Move to UC. This commenced in October and a large proportion of the claimants currently being notified to move are couples claims.
3. Discovery tests with other benefit combinations (not Tax Credits only) began on 6 September as planned with 523 Migration Notices being sent to claimants with a range of different legacy benefit combinations. At the time of writing 106 have successfully made a claim.
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. In order to smooth out spikes in the sending of Migration Notices which has a knock on impact on

operations, we have implemented a daily cap. The cap is set in line with the planned profile for the month and can be adjusted by agreement with the Operations Director. The cap has been in place since the beginning of October and is operating as expected.

6. Improvements continue to be made to the Transitional Protection calculation to reduce manual input and therefore error in the process.

Next steps

7. We continue to expand to more geographical areas in order to continue reaching the planned profile.
8. Further design work is underway to define the no claim process for other benefit combinations and any differences from the processes for Tax Credit claimants.
9. Further groups of other benefit combinations will be added into Discovery tests and we will bring learnings from Discovery to a future Programme Board.

Decision / Recommendation

10. Programme Board are asked to note the progress of the Move to UC work, support for scaling to the current profile and the importance of discovery work to enable expansion in 2024/25.