

# Move to UC update

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**Board/Authority: UC Programme Board**

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For Discussion

**UCPB121223 – Paper No. 2**

OFFICIAL SENSITIVE

# Main objective

## **This paper is for information and provides:**

- Operational Delivery Update
  - November activity against the profiles
  - Terminations
  - MNs against profile
  - Payment Timeliness
  - Monthly Cohort view
- HMRC update
- NI Update
- Resource position and Implementation activity

# Operational delivery update

From 4th December Move to UC moves to Helga Swidenbank and Rob Baldwin giving them accountability for the end – to – end journey for DWP WA customers.

## Headline Figures for November 2023

- 65,221 Migration Notices issued, against a profile of 63,000 for November (this now includes all discovery cases but excludes NI)
- 11,040 inbound telephone calls (up to 26 November) of which 10,969 answered which equates to 99.35% of all calls answered.

## Cumulative figures to 3 December 2023

- 278,438 Migration Notices sent, of which 154,018 are yet to apply
- **105,179 Customers are receiving UC** due to Move taking on average 57.9 days to claim
- 79,544 Transitional Protection awards have been made with an average value of £193

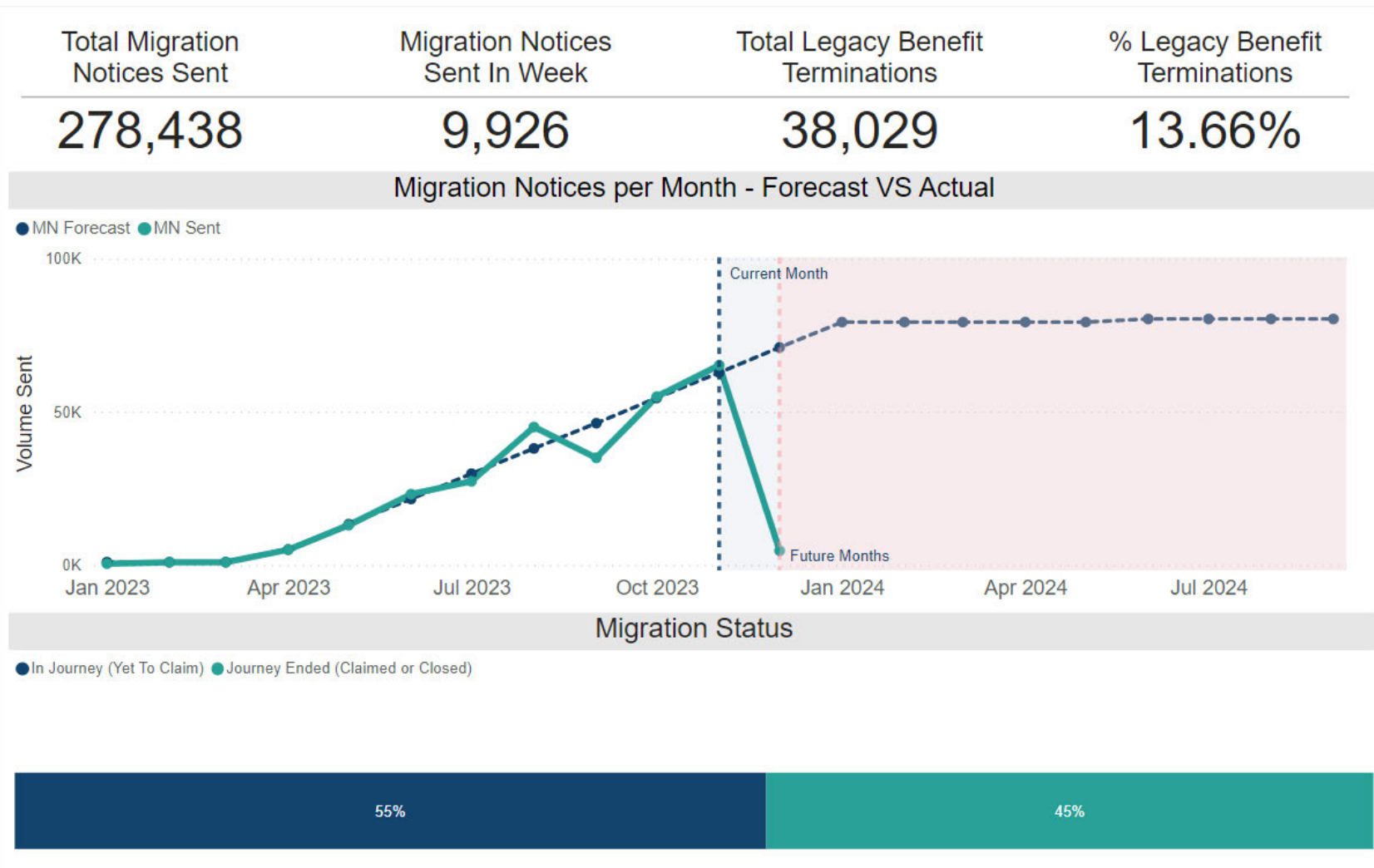
## Termination activity

- 38,029 Terminations completed cumulatively
- All terminations allocated and cleared in-day by pre-claims teams any missed in-day reallocated and coached to clearance by a team leader the following day.
- 373 terminations are overdue, unable to progress and have ACTs raised- Bolton progress these daily as ACTs are cleared.

## Dashboard

- The Move to UC dashboard has been live since 1 November and is the source for this data.
- A positive conversation on buzz 6th December and monthly conversations through the centre of enablement providing the platform for a more detailed conversation at area level to explore performance.
- The dashboard can be accessed [here](#). If you do not have access, this needs to be requested through DWP Place.

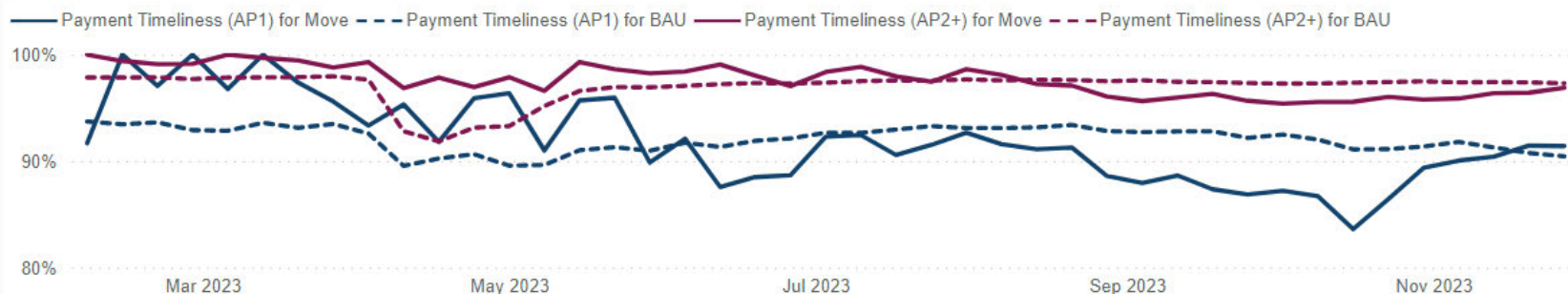
# Migration Notices



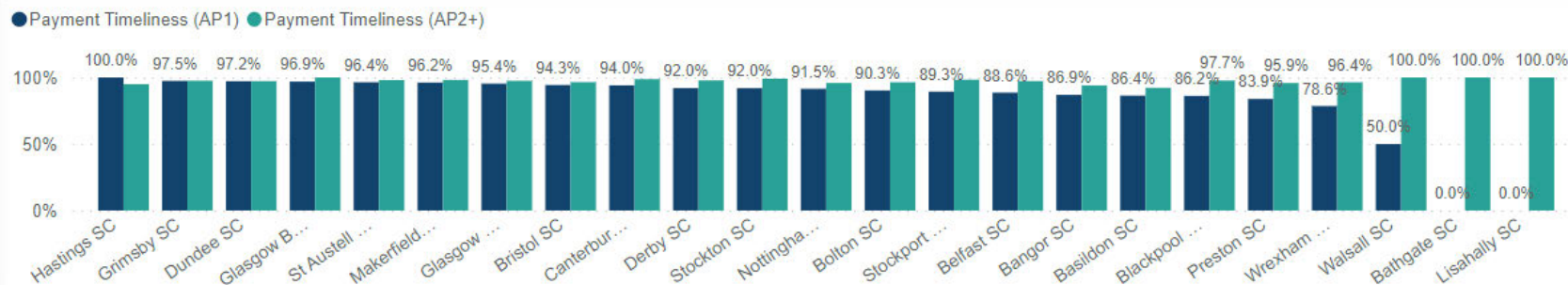
# Payment Timeliness

AP1 Payment Timeliness	AP1 Change	AP1 Variance	AP2+ Payment Timeliness	AP2+ Change	AP2+ Variance
91.4%	↓ -0.0%	100.0%	96.9%	↑ 0.5%	7.8%
4,776 AP1 Claims	4,366 AP1 Paid in Full		12,956 AP2+ Claims	12,551 AP2+ Paid in Full	
287 AP1 Not Paid in Full	123 AP1 Not Paid		259 AP2+ Not Paid in Full	146 AP2+ Not Paid	

### Payment Timeliness Trend



### Payment Timeliness (Latest) by Service Centre



# Monthly Cohort

		Jan	Feb	March	April	May	June	July	August	September Singles	September Couples	October Singles	October Couples
End of Week	1	97%	98%	97%	99%	100%	100%	98%	100%	100%	100%	100%	2651
	2	98%	92%	95%	96%	96%	98%	96%	99%	97%	100%	100%	100%
	3		92%	93%	94%	94%	97%	95%	96%	95%	97%	98%	99%
	4	88%	90%	91%	91%	93%	96%	93%	95%	93%	N/A	N/A	N/A
	5	88%	86%	89%	89%	92%	94%	91%	93%	91%	94%	95%	98%
	6	83%	83%	89%	85%	91%	91%	90%	93%	91%			
Reminder 1	7	82%	81%	86%	82%	89%	89%	88%	89%	86%			
	8	78%	79%	84%	80%	88%	88%	86%	86%	N/A			
	9	75%	76%	82%	78%	86%	84%	82%	83%	83%			
Reminder 2	10	70%	75%	80%	75%	82%	81%	77%	80%				
	11	66%	71%	75%	69%	78%	77%	71%	80%				
	12	59%	64%	70%	66%	74%	71%	65%	72%				
Terminations	13	53%	57%	65%	60%	64%	65%	58%	N/A				
	14	49%	51%	59%	47%	54%	58%	58%	62%				
	15	35%	34%	42%	35%	44%	43%	29%					
	16	17%	23%	21%	22%	28%	28%	N/A					
	17	8%	8%	15%	2%	16%	14%	9%					
Extentions	18	1%	2%	7%	1%	5%	6%						
	19	1%	1%	1%	1%	2%	6%						
	20	1%	1%	1%	1%	1%	1%						
	21	1%	1%	1%	1%	1%	N/A						
	22	1%	1%	1%	1%	1%	1%						
	23	1%	1%	1%	1%	1%							
	24	1%	0%	0%	1%	1%							
	25	1%			0%	N/A							
	26	0%				1%							

This slide is no longer updated since the introduction of the Move to UC Dashboard.

A version of this will be available in the next release.

# HMRC UC Update – November 2023

Tax Credit Migrations (UK Wide)	Apr 23 – Nov 23
Total Migration Notices issued	277,853
UC Claims Made	110,567
TC Claims Terminated	26,510
Natural Migrations Made	60,741
%age of Awards getting T/P	74.1%
Average Monthly TP amount	£194
Residual TC Caseload (UK)	898,409

This section now reflects the Expansion period rather than the entire migration, so these figures cover all migration activity for the period between April 2023 and the end of November 2023. The volume of migration notices issued continues to ramp-up and remains in line with the profile. The expansion of postcodes and inclusion of Couples should ensure we remain on target to deliver the remaining TC Only cases in 2023/24.

The residual tax credits caseload continues to drop in line with the forecast and remains on target to reach 600k by the end of 23/24. While the early signs from the expansion of the TC Only Couple Claims appears to show a slower and lower response rate (with a high proportion of terminations) it will not impact the overall caseload reduction which is determined by the migration profile.

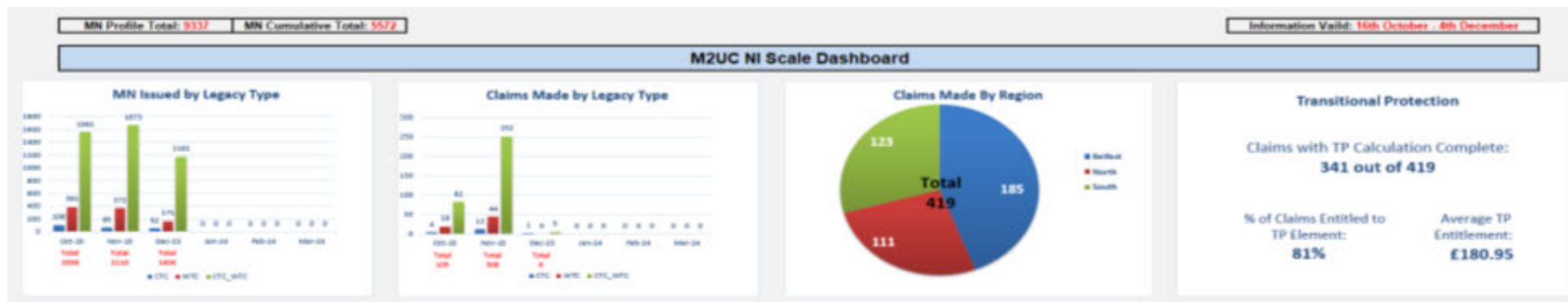
## HMRC Update

- We updated ExCom on our progress and the challenges we face over the remaining 18 months of the migration. While they had several questions on our update, they remain comfortable with our progress and future plans. They are also acutely aware that our focus is now on the longer-term delivery challenges, wider impacts of the migration and subsequent closure of tax credits.
- The number of TC cases being terminated remains high (and if anything is increasing), however we are still not seeing anything out of the ordinary in customer behaviour, contact and/or complaints. We have completed 2 x monthly 'Deep Dives' of all UC related complaints but have seen no themes or migration related issues. Given the concern that pressure from the Stakeholder community will intensify if this rate doesn't improve further detailed analysis of this cohort has been commissioned in both Depts.
- It was pleasing to see the 'Hybrid' option retained as the solution for migrating Pension-Aged customers. HMRC has started work on the solution (particularly the manual processes for Pension Credit cases) and has held the first Discovery sessions which has highlighted the work still to be done both in the process and IT space. This work will dovetail alongside the wider work in the Policy space, so we can remain on track for delivery within the wider migration window. While these are positive developments, there is a lot of work still to do and the timescale for completion becomes increasingly challenging.



# Northern Ireland UC Update – November 2023

Official-Sensitive



## Scaling Tax Credits Only

### Migration Notices

- 4,168 migration notices for October and November – profile met to date
- 1404 issued – MNs issued up to 4 December (against monthly profile of 5100)
- Coverage – met to date with migration notices issued in all local office areas

### Claims

- 419 claims made up to 4 December 2023
- Broad spread of claims across the 3 regions and within all local office areas
- T/P entitlement 81% to date, average amount £180.95

### Communications

- Comms continuing with advice sector representatives locally and centrally
- Videos with key messages live on NI Direct
- BBC Radio slot utilised in November – more planned for January

### Look ahead

- Couples migration notices commenced 4 December 2023
- Claim volumes expected to increase significantly from mid January 2024

## Legacy Insight and scaling

### Legacy insight

- Insufficient time for 13+ week Discovery in time to scale in April 2024
- Plan to commence an insight approach in January using;
  - Telephony contact with legacy customers to access survey link
  - JBO's – to engage legacy customers
  - Community Outreach events – to engage legacy customers
  - 3<sup>rd</sup> party organisations – to reach out/engage customers
  - Stakeholder insight – tailored focus groups

### Legacy scaling and roll – out

- Aim is to add insight from above with DWP Discovery findings to design/finalise legacy customer journey
- Planned to roll-out in tandem with DWP phasing
- Timing – committed to commencing legacy migration notice scaling in April and completing by September

### Risks

- Insufficient budget this year and current forecast outlook for 2024/25 continues to present a significant risk



# Resource position and Implementation

## Resourcing

- Move to UC pre-claim activity continues to be delivered from Bolton, Nottingham, Stockport, and St Austell; resourcing in place is sufficient to meet existing forecast level of Q4 Demand.
- Announcement recently made covering the transfer of RSD staff in Leeds Quarry House to MtUC; this will take place in stages by the end of Q4, enabling upskilling of staff in readiness for Q1 expansion to include Working Age customers.
- Discovery activity continues with DWP WA product lines.
- Winter Planning refresh of the MtUC Cost Model has been completed; this is now proceeding through governance channels in Dec/Jan, expecting to be formalised by end of January. Work is beginning to impact the resourcing needs for 2024/25 driven by this model.

## Implementation

- In December, Berkshire, Buckinghamshire & Oxfordshire district went live with no issues
- Implementation activity is progressing and on track for Devon & Cornwall (remaining sites), Leicestershire & Northamptonshire, and Northumberland, Tyne and Wear, with a scheduled go live of 8 January