

OFFICIAL SENSITIVE

UCPB160424 – Paper No. 4

**To: UC Programme Board Members****From: Sharmini Selvarajah****Sponsor: Ian Wright****Date: 12/04/2024****Paper Title: Programme Completion**

**Summary:** Ian Wright wrote to you on the 8<sup>th</sup> of April confirming the Programmes' readiness to enter the Completion Phase on the 9<sup>th</sup> April and I am pleased to report that we have now gone live as planned. The purpose of this paper is to provide more detailed information of the delivery schedule contained within the Phase which will encompass plans to Migrate all remaining legacy cohorts that are in scope to be migrated and plans to Transition and Close the Programme.

**Recommendations/Decisions required:**

For Information – Programme Board are asked to note the planned delivery schedule.

**Timing:** Routine

**Introduction**

1. Our planned outcome for the Completion Phase will be to successfully migrate Working Age benefit claimants. Following detailed discussion with delivery partners we have prepared a plan that sequences the migration, enabling operations to optimise resources as service lines are closed as follows. The planned delivery schedule is as follows:
  - **April to June:** Income Support and Tax Credit with Housing Benefit (Apr–Jun).
  - **From June:** Housing Benefit (only) claimants.
  - **From July to September:** Employment Support Allowance (ESA) with Child Tax Credits (CTC).
  - **From September:** JobSeekers Allowance.
  - **From July:** Pension age Tax Credit claimants to Pension Credit.
2. The Completion Phase also includes the delivery schedule to Transition and Close the Programme as we finalise the migration of the Working Age benefit claimants. The planned delivery schedule is as follows:
  - **April to June:** During this period, we will finalise and agree the future Operating Model Design that will set the planning parameters for the Transition and Closure work going forward. Areas to include are future Service Delivery ways of working, Digital Location Strategy, resourcing and workforce plans, service ownership accountabilities, future governance arrangements, post programme funding and budget arrangements, benefits management, and performance management

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arrangements, change management processes. We will work with agreed strand leads to identify key activities, timescales and critical path.

- **From July to September:** With those planning parameters set through the agreement of the future Operating Model we will begin to socialise the model to enable more detailed engagement across all areas. Through the engagement all impacted areas will be commissioned to produce Transition and Closure plans aligned to the future Operating Model and closure requirements. Relevant comms will be prepared and notified across DWP and key stakeholder communities.
  - **From October to March 2025:** We will execute, monitor, and control plans through to conclusion. During this phase we will also compile a lessons learned report reflecting the breadth and complexity of the delivery.
  - **From April 2025:** A post Programme Review will be undertaken with any residual governance concluded to tie up any loose ends following the transition.
3. The delivery schedule and outcomes for the Phase represent a particularly demanding period for the Programme as we complete the migration of the more complex Working Age cohorts in parallel with the Transition and Closure activity. We will continue to keep you updated as the plan progresses in the months ahead.
4. We will establish formal governance through a Transition and Closure Board to provide oversight and steerage commencing early May and will sit alongside the Move to UC sub-group and will report regularly through to PDE and Programme Board. We will continue to utilise the existing Implementation Control Centre to identify, track and resolve real time issues as they are identified and escalate to PDE as required.

Sharmini Selvarajah