

Move to UC Operational update

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For Discussion

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OFFICIAL SENSITIVE

Main objective

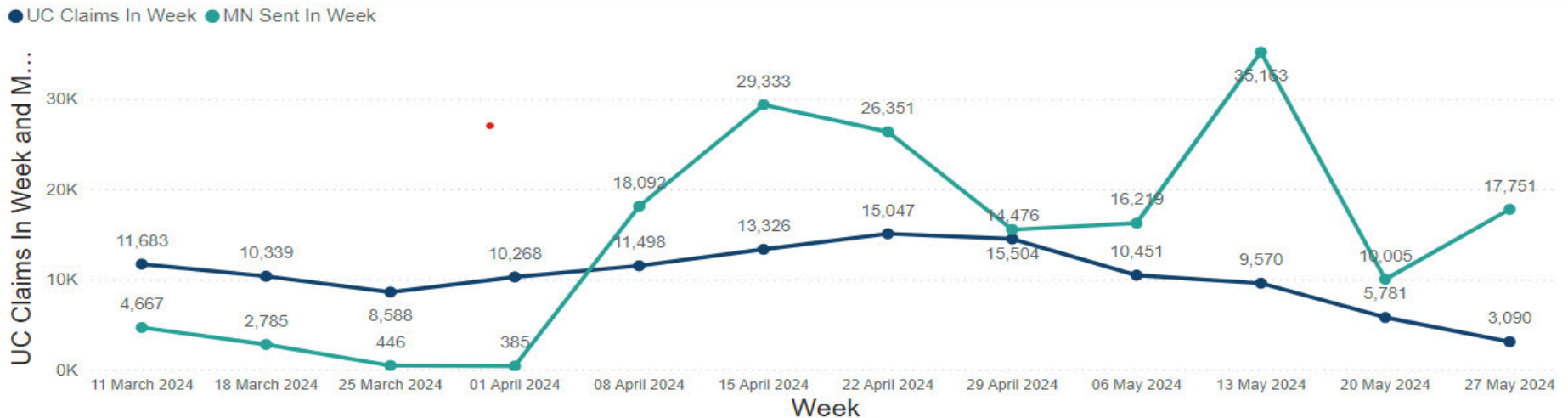
This paper is for information and provides:

- DWP Operational Delivery Update for England, Scotland and Wales
- HMRC update
- NI update

Operational delivery update

Cumulative figures to 2 June 2024

- 712,388 Migration Notices sent, of which 193,911 are still within the journey (27.22%)
- 374,513 Managed Migration claims to UC have been made, of which 344,044 are still live and in payment.
- The average days to claim is 65.24 across all benefits and customer groups.



Headline News

- Since April 24 we have issued 172,143 Migration Notices to IS and HB combinations. 86,907 Migration Notices were sent in May against a profile of 79K. Residual tax credit only claimants are also included in that figure.
- 10,378 IS and HB claimants have moved to UC to date and those claims are held with our Bolton team.
- Of the 2650 claimants sent a Migration Notice on 10 April (Day 1 of IS expansion), 35% have made their UC claim within those 9 weeks. We will work with ICC to focus on tracking the progress of this cohort against planning assumptions.
- The reminders for IS and HB Migration Notices started from 28th May (Week 7) and 18 June (Week 10). 3 July is the first date that outbound calls will be made as the first element of the enhanced support journey.
- Terminations will become due to from 11th July for those who have not claimed and are not part of the enhanced support journey.
- For the pre-claims team, May has seen a decrease in telephony activity, compared to April – 28,398 calls offered and 28,109 answered (PCA 98.9%).
- Payment Timeliness remains a priority. PT for Move cases stands at 73.8%, this has been impacted by a number of factors, including verification of children, verification of caring responsibility and actioning of transitional protecting calculations across the network. Work has been undertaken to recover the position and improvement is expected in the coming weeks.

Resourcing and Operational Delivery

ESA 500:

A decision was taken at Programme Board to deliver an ESA500 test in June 24. 250 Migration Notices were sent w/c 3 June to ESA only claimants, and 250 Migration Notices are going go to ESA and HB claimants w/c 10 June. This test will provide the evidence base for the design of the ESA customer journey and help inform our ability to deliver at scale post October 24

Skills:

We continue to train pre-claim Move to UC agents to undertake Income Support claim closure activities – operating alongside automation and our Working Age colleagues for the more complex cases.

Planning is underway to further train pre-claim agents to support ESA claim closure activity. Products are now available, and we will start to train 20 agents from the 17th June.

Nottingham colleagues have worked with UCTD colleagues to take a more creative and interactive approach to training to prepare them for outbound call activity. Initial feedback is positive.

Resource:

Welcome events have been held across the Flexible Resource Team who are joining us in the coming weeks. These events aimed to set out the Move to UC Story and welcome colleagues to the team. Move to UC colleagues from across our 5 core sites are supporting onboarding with face-to-face consolidation.

Work is progressing to impact against the planning assumption for delivering ESA migration from October 24 in terms of resourcing and recruitment options.

HMRC UC Update – May 2024

Tax Credit Migrations (UK Wide)	Apr 23 – May 24
Total Migration Notices issued	744,647
UC Claims Made	570,629
TC Claims Terminated	164,275
Natural Migrations Made	82,158
Residual TC Caseload (UK)	382,727
Estimated GB Caseload	358,000

The figures in this section cover all activity since we started the expanded migration in April 2023. Now we are into the combination cases it is harder to track the migration notices issued specifically to tax credits customers, but as long as the overall profile is tracking to plan we are unconcerned. It is also pleasing to see the ongoing volume of TC Only cases which reduces the risk of there being an unknown block of cases at the end of the migration window in October.

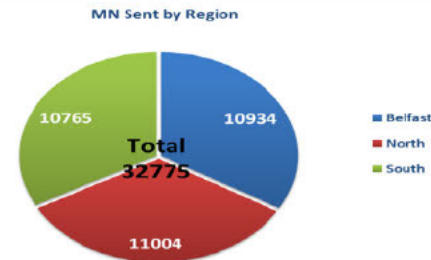
As predicted the rate of reduction of the residual tax credits caseload has dropped off recently and the June figure will be nowhere near the 100k mark reached in each of the last 5 months; however we remain on target to clear the remaining 383k TC cases by December 2024.

HMRC Update:

- Work on the delivery of the Hybrid Model for Pension-Aged/Mixed-Age customers continues with efforts now concentrated on the data matching process to ensure we have done everything possible to start Pension-Age Tax Credits customers on the right journey. From the first scan we found over 2,200 cases with data anomalies and will be addressing those before the first selection file is sent to DWP around 20th June. HMRC is also undertaking a risk-based review on over 4k Pension-Aged customers to ensure they are in receipt of the right amount of tax credits which will ensure their Transitional Protection data is accurate at the point of migration. The legislation is now in force, all HMRC IT requirements are on schedule for delivery and we have signed off our manual processes so we are confident that we can deliver this challenging piece of work by autumn 2024 to ensure the Pension-Aged cohort move in line with the wider migration profile.
- The resolution to the issue with the closure of non-verified UC claims has been delivered and the revised file of cases has been processed through the fix on 4th June. As a result over 11k cases which were being erroneously overpaid have had their payments stopped and the overpayment calculated. While we envisage some customer noise, we have processes and guidance in place to handle any complaints.
- We have been seeing an increased incidence of failures in the file transfer process between HMRC and DWP using the Secure Data Exchange Service (SDES). We have been awaiting the re-platforming of SDES which will improve the stability of the service and are pleased to report that this move happened over the weekend without any glitches, so we should see less failures in future.

DfC Update – Northern Ireland

MN Profile Total: 32690		MN Cumulative Total:		32775
Termination letters sent				
Benefit Type	CTC	WTC	CTC_WTC	Total Terminations
Total	275	1879	4403	6157
Terminations Status				
Still In Grace Period	Passed Grace Period No Claim Made	Claim made during Grace Period	Claim Made after Grace Period	
1043	5049	465	9	



JBO Unallocated MN Sent = 72



JBO Unallocated claim made = 4

Information Valid: 16th October - 4th June				
Extensions Granted				
Benefit Type	CTC	WTC	CTC, WTC	Total Extensions
Total	11	25	140	176
Extensions Status				
Extensions Still Open	Claim Made Before Extension	Claim made during Extension	Claim made After Extension	Extension Finished No Claim Made
56	8	67	6	39

Transitional Protection

Claims with TP Calculation Complete:

16366 Out Of 17657

% Of Claims Entitled to TP Element: 71%

Average TP Entitlement: £188.41

Scaling Tax Credits Only

Migration Notices

- Migration notices from October to 4 June– 32,775 issued against a profile of 32,690

Claims

- 17,657 claims made up to 4 June 2024
- Broad spread of claims continues across the 3 regions and within all local office areas
- T/P entitlement 71% to date, average TP entitlement £188.41
- 6557 termination letters have been sent with 1043 people still in their grace period, 465 claims made during the grace period, 5049 where no claim has been made after the grace period.

Communications

- Stakeholder pack is being issued to all DfC stakeholders w/c 11 June 2024
- Radio/tv adverts commenced from 3 June 2024
- Session held with MLAs and their representatives on 3 June 2024

Risks

- Budget for 2024/25 continues to present a significant risk

Legacy Insight and scaling

- Issue of Migration notices to Income Support customers was unable to commence from start of June as testing had not been scheduled for Northern Ireland postcodes. Testing has now been scheduled with
 - NI Postcode filter tested on 7 and 10 June successfully
 - IS, ESA and JSA testing for NI is scheduled for w/c 24 June
- **RISK:** any delay to the DWP testing for ESA and JSA scheduled for 10-21 June may impact the ability to commence NI testing on 24 June.
- As a result of the delayed go-live for IS, the UC Programme are reprofiling the current phase to prioritise the tax credit claimants and ensure they are issued with a MN before the end of September.
- Co-design workshops are being held to ensure the visiting requirement and complex customer work is understand and processes in place
- Work being progressed with Analytics Division to complete non-movers research – it is anticipated that focus groups will be held in July with information published by the end of August
- ESA migration currently being impacted for NI.