

# Move to UC Data and Insights Pack

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**Board/Authority/Group: UC Programme Board**

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For Discussion

**UCPB260225 – Paper No. 6**

OFFICIAL SENSITIVE

## Main objective

This paper provides a quarterly update of Move to UC Analysis.

The paper provides an overview of

1. A summary of key statistical data to date
2. Analysis of the impact of Move to UC on the UC caseload
3. Research update

This paper is for information only, no response is required.

# High Level Management Summary

a. Problem context and statement: Short paper presenting an overview of analysis we have on the Move to UC process, combining quantitative analysis with research.	h. Communications implications: n/a
b. Has a previous decision been made? Why do you want to change it?: n/a	i. Delivery partner/employer implications: n/a
c. Potential solution options: n/a	j. Performance metric/MI implications:
d. Design considerations: including impact on the Operating Model, Cost Model, Change Impacting, etc n/a	k. Assumptions to validate: n/a
e. Financial and commercial issues: n/a	l. Transformative/people/behavioural implications: n/a
f. Legal issues: n/a	m. Consultation with other relevant Stakeholders: n/a
g. Policy impact: n/a	n. Proposed next steps: n/a – for information

# Latest Move To UC Official Statistics

## Migration Notices Sent (to households)

**1,124,770**

Official Statistics (data to end Dec 24)

Individuals sent a MN: **1,598,840**

Single households:  
650,401  
Couple households:  
474,375

**1,124,770**  
end Dec-24

## Claims to UC (as part of M2UC process)

**Claimed UC**

76%

\* Based on cohort of households  
sent a migration notice between  
Jul-22 and end Aug-24 for Official  
Stats

**763,010**

Official Statistics (data to end Dec 24)

Individuals claiming UC: **1,068,330**

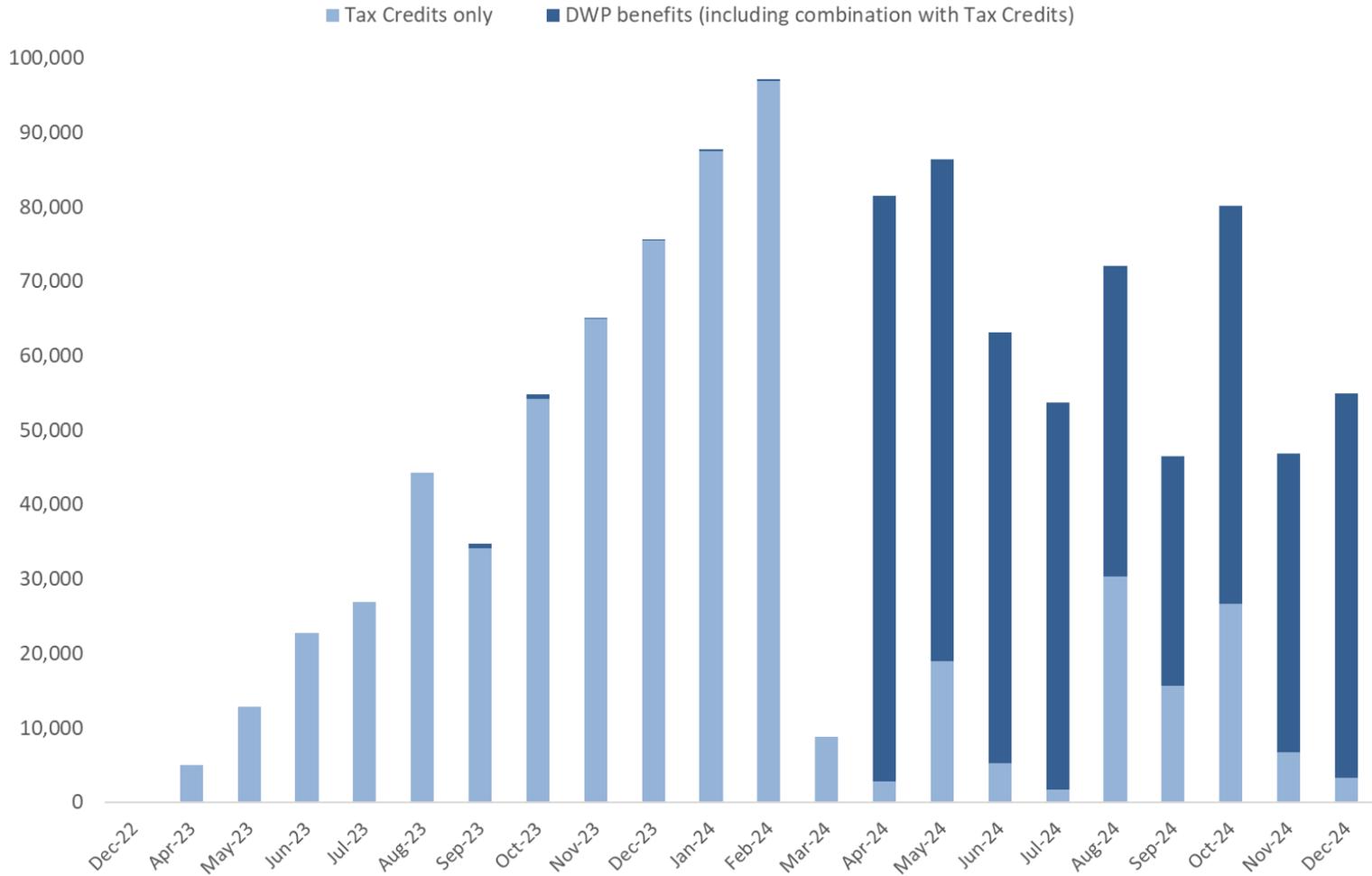
## Transitional Protection

**399,740**

**52%**

Official Statistics (data to end Dec  
24)

# Migration notices sent to households



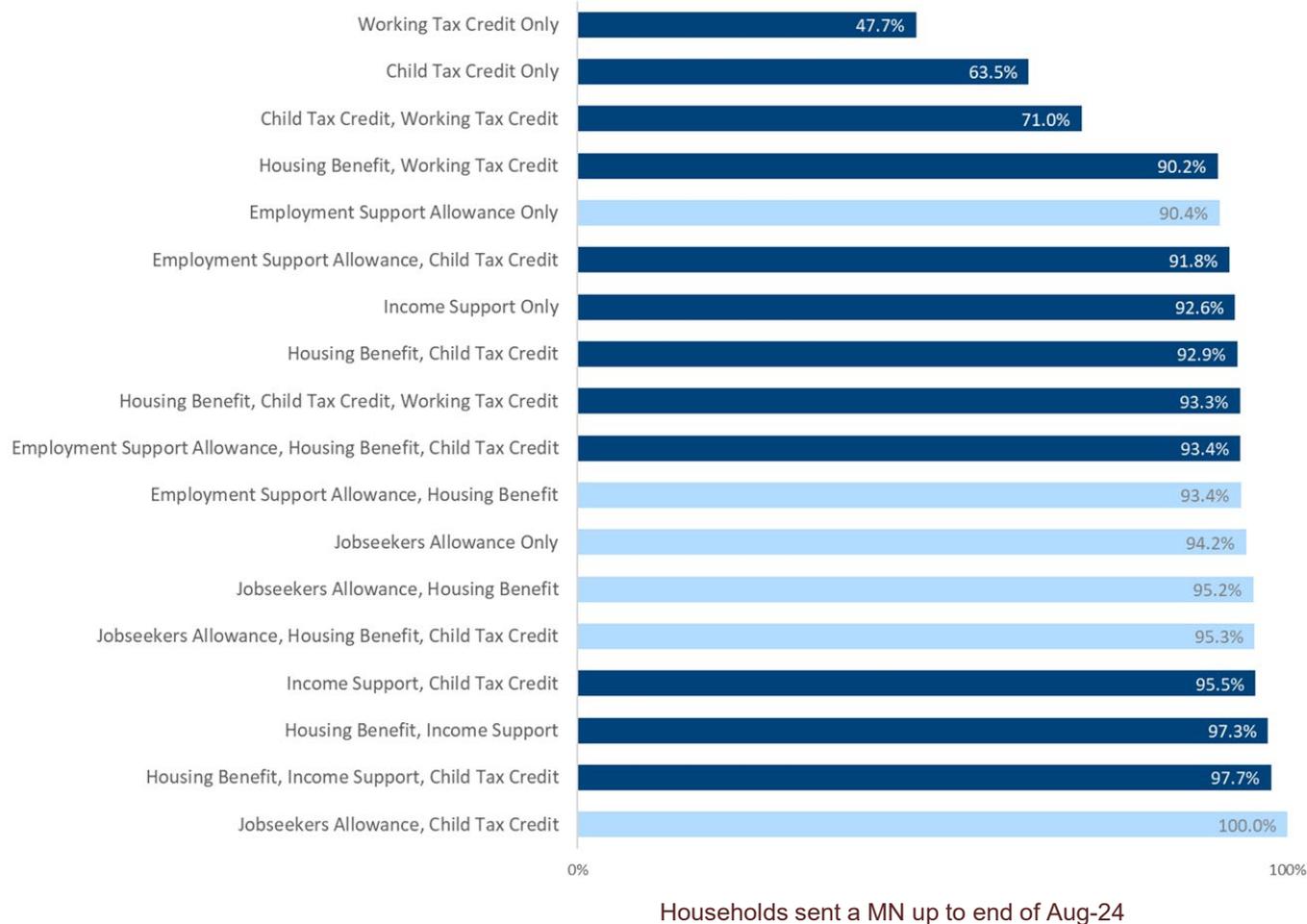
A total of **1.12 million** households have been sent migration notices (amongst **1.60 million** individuals)

**Four in five** migration notices sent since April-24 have been sent to households claiming a DWP benefit

Move to UC Official Statistics, published: 18<sup>th</sup> February 2025  
 Includes data on migration notices sent up to end of Dec 2024  
 Next release : 13<sup>th</sup> May 2025



# Percentage of households who made a claim to Universal Credit



Amongst households sent a migration notice up to end Aug-24, **76%** made a claim to Universal Credit and **24%** did not make a Universal Credit claim and their legacy benefit was closed.

Households in receipt of a DWP benefit **much more likely** to make a claim to Universal Credit than households just claiming Tax Credits.

Light coloured bars indicate less than 500 households, so claim rates should be treated with caution

# The legacy caseload is broadly falling in line with forecasts but there are still notifications to send across all benefit types

The table sets out estimates of the number of households DWP still need to notify to claim UC as of 17 Feb-24.

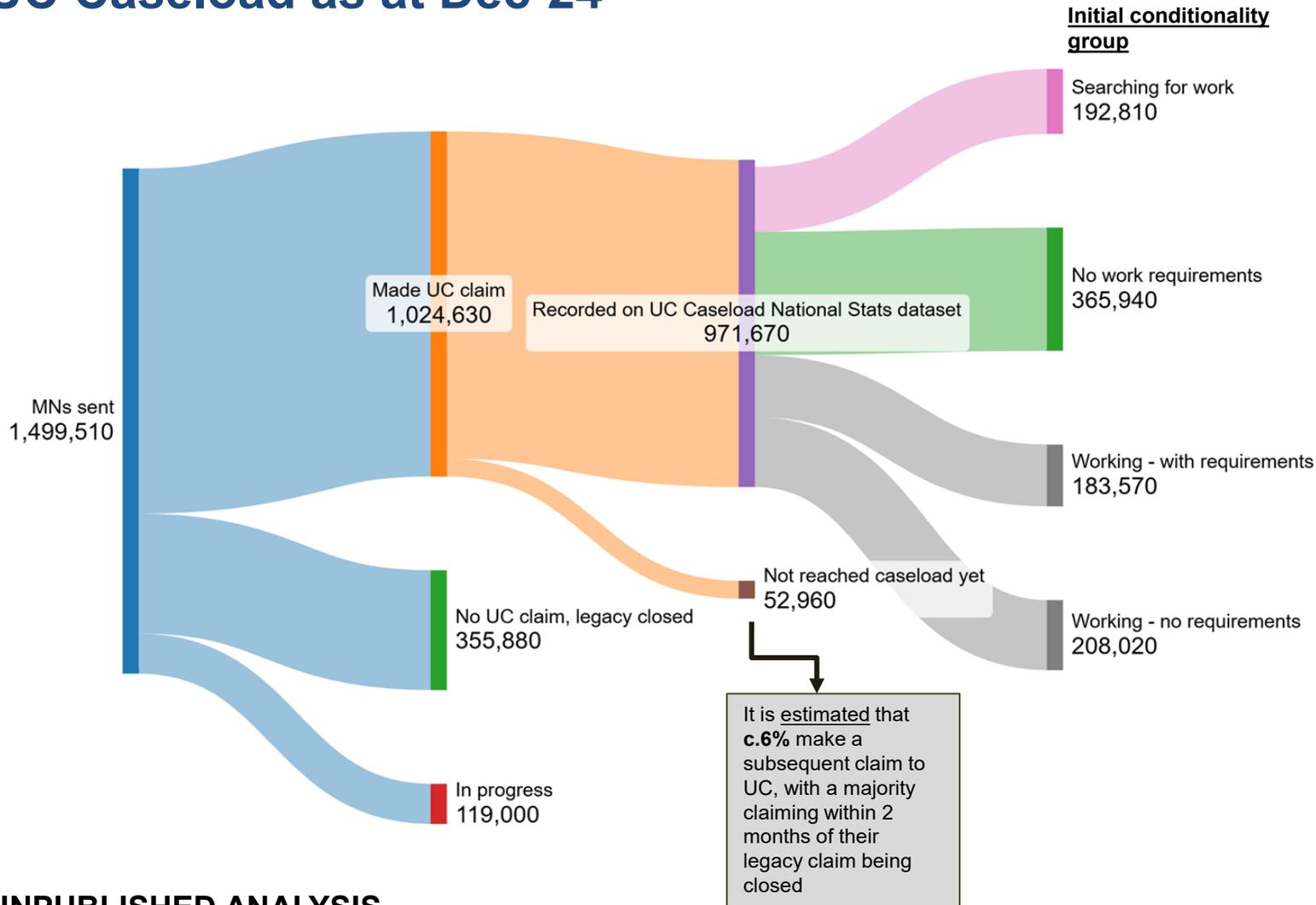
Household notifications	Invited as part of M2UC (to 17 Feb-24)	<i>Estimated number left to invite</i>
JSA	20,000	1,000
ESA no CTC	203,000	608,000
ESA with CTC	87,000	-
IS	118,000	2,000
TC with HB	113,000	-
TC only	653,000	-
HB only	35,000	4,000
<b>Total</b>	<b>1,229,000</b>	<b>615,000</b>
<b>Total (no ESA or ESA&amp;HB)</b>	<b>1,026,000</b>	<b>7,000</b>
<b>...of which Tax Credits</b>	<b>923,000</b>	<b>-</b>

## Notes

- DWP analysts do not have access to the most up to date scans of the various benefit systems so this analysis is based on a variety of sources to make estimates and may differ to the digital process that is used to notify claimants to claim UC.
- We use the L2UC dataset to estimate the legacy caseload in scope of Move to UC by the various benefit combinations to Aug-24.
- We then merge that data with Move to UC notification data to remove households that have been notified to end December and then use DWP MI to remove households that have been notified in January and February up to 17 Feb.
- We then make some assumptions about how many of the remaining caseload might have left benefit between August-24 and Feb-25.

# UC CASELOAD IMPACT ANALYSIS

# Of those sent a migration notice up to end Nov-24, 1.02 million UC claims were made, with 972 thousand confirmed reaching the UC Caseload as at Dec-24



It is estimated that **c.10%** who claim UC are on the **Health Journey** within UC (over half at the pre-WCA stage, and 2 in 5 in LCWRA)

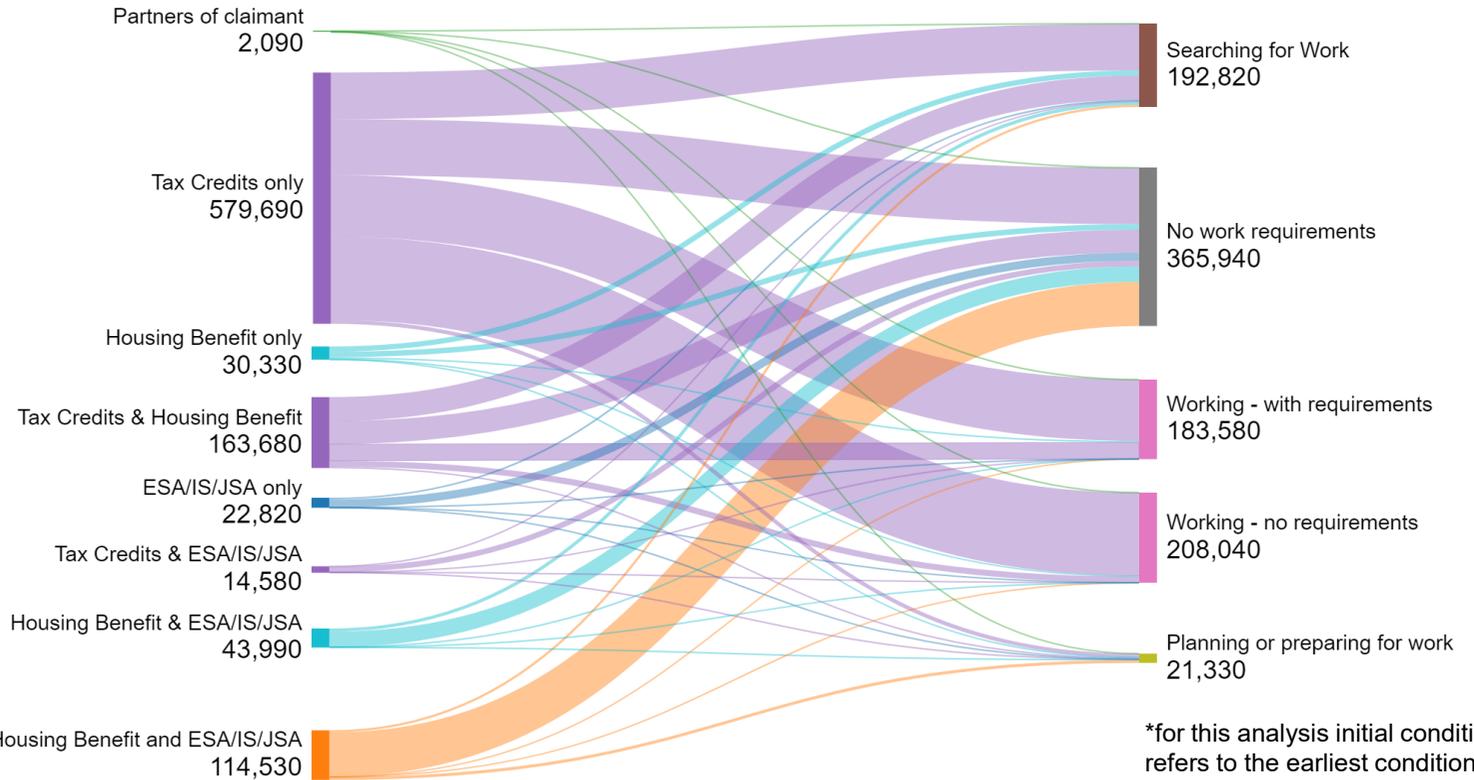
- Additional analysis shows:
- almost **1 in 10** have flowed off UC within six months
  - **1 in 5** had moved from their initial conditionality to different conditionality groups six months later
  - Around **1 in 5** of those initially in 'searching for work' were in 'working' (with or without requirements) six months later
  - Around **1 in 10** of those initially in 'working' (with or without requirements) were in 'searching for work' six months later

## UNPUBLISHED ANALYSIS

Source: Move to UC Official Statistics data matched to UC caseload Official Statistics data

# Whilst the majority of M2UC customers who joined the UC caseload up to Dec 24 were Tax Credits only customers, approaching 1 in 5 were tax credits and housing benefits customers

Chart shows flows to **initial conditionality\*** group upon making a UC claim



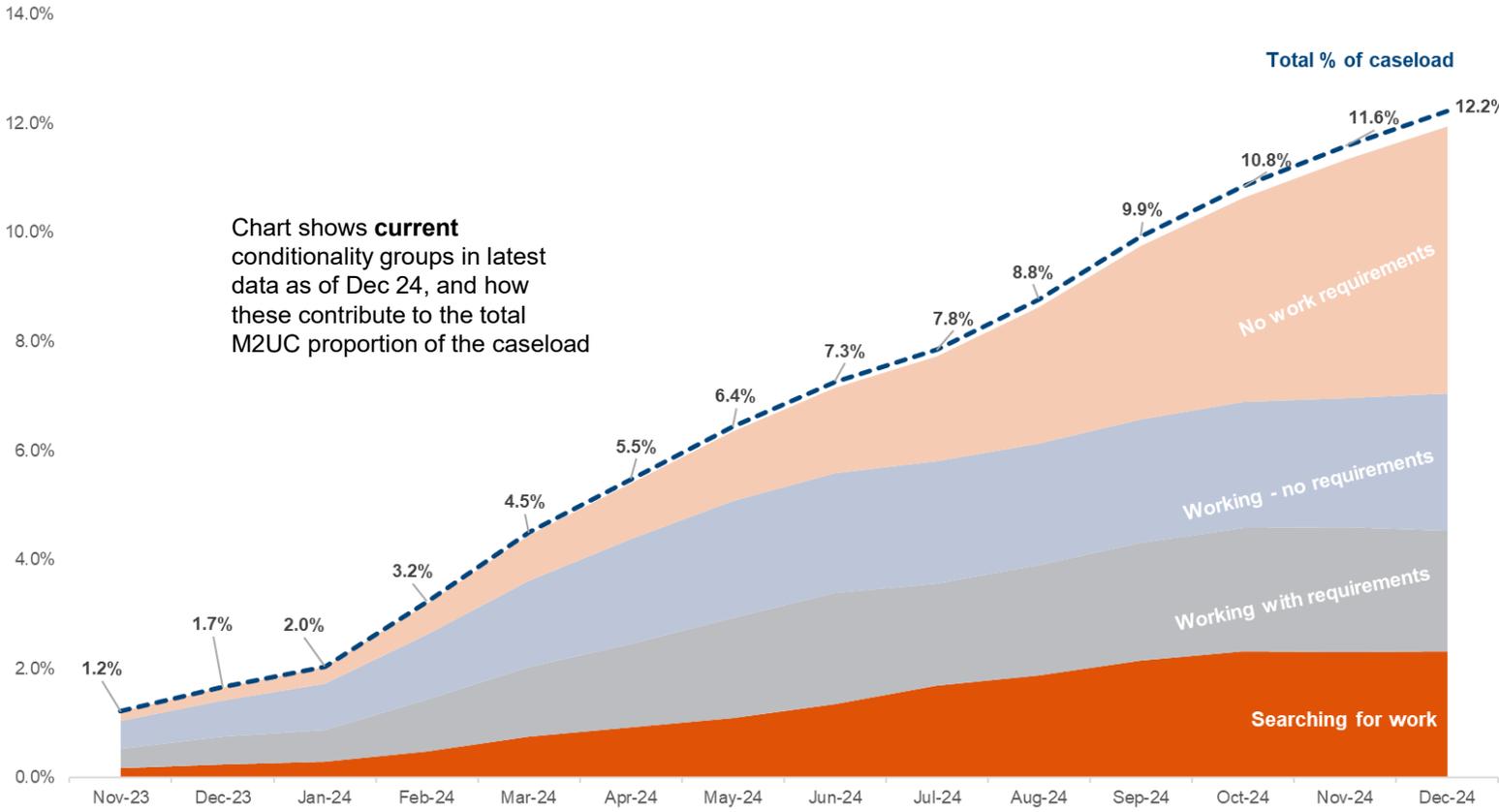
\*for this analysis initial conditionality refers to the earliest conditionality group recorded on the UC Caseload National Stats dataset

Made at SankeyMATIC.com

## UNPUBLISHED ANALYSIS

Source: Move to UC Official Statistics data matched to UC caseload Official Statistics data

# The proportion of the UC caseload made up by M2UC movers been increasing more steadily in recent months, with increases across all conditionality groups



The overall UC caseload in December 2024 was **7.41 million**.

**0.9 million** (or **12.2%**) claimed as a result of M2UC.

Amongst the **0.92 million** people in 'working with requirements', **0.16 million** (or **17.8%**) were from M2UC

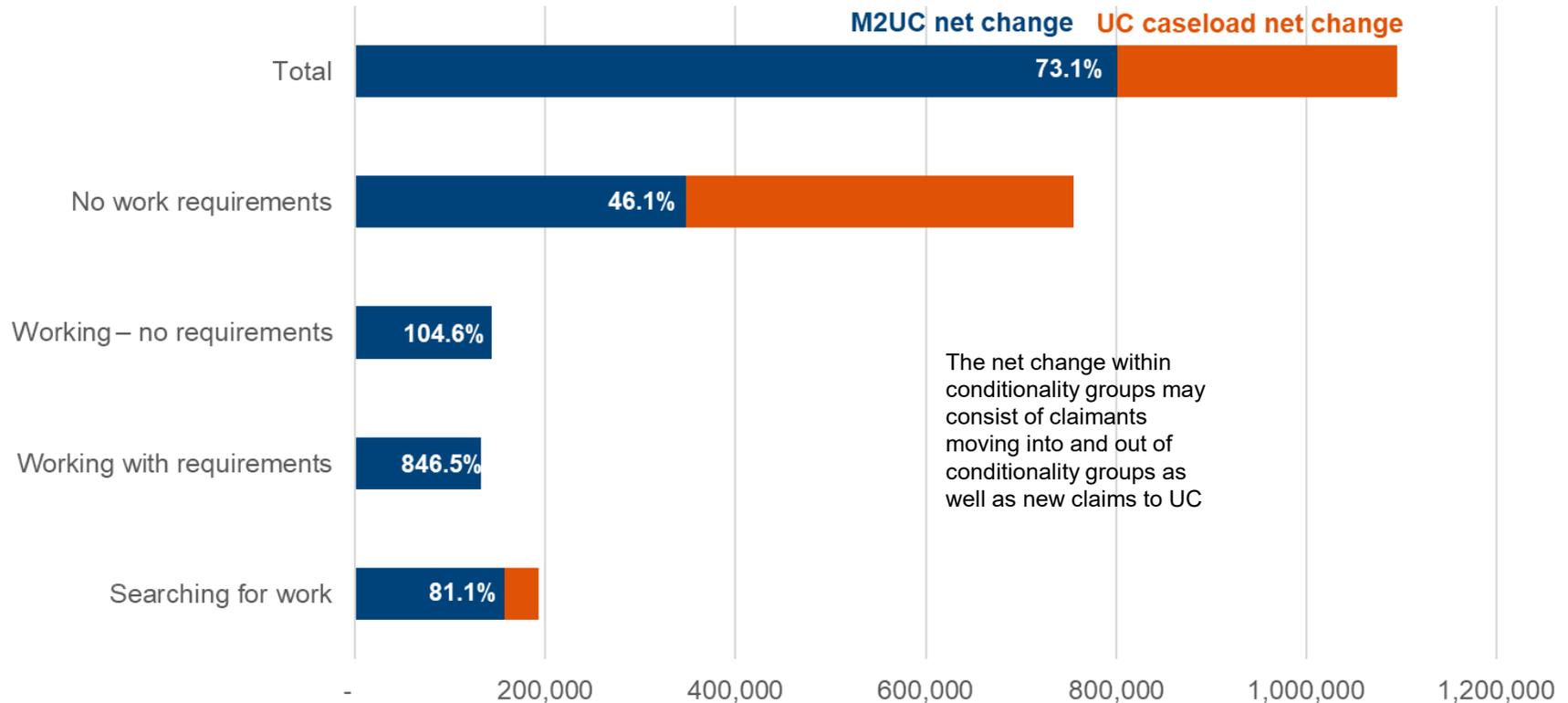
**UNPUBLISHED ANALYSIS**

Source: Move to UC Official Statistics data matched to UC caseload Official Statistics data



# M2UC claimants accounted for approaching three quarters of the net change in the caseload between December 2023 and December 2024

Net change in caseload volume from December 2023 to December 2024, with M2UC net change as a percentage of total caseload net change



## UNPUBLISHED ANALYSIS

Source: Move to UC Official Statistics data matched to UC caseload Official Statistics data

# Of the 522,930 M2UC customers on the UC caseload up to June-24, 1 in 5 were in a different conditionality group 6 months later

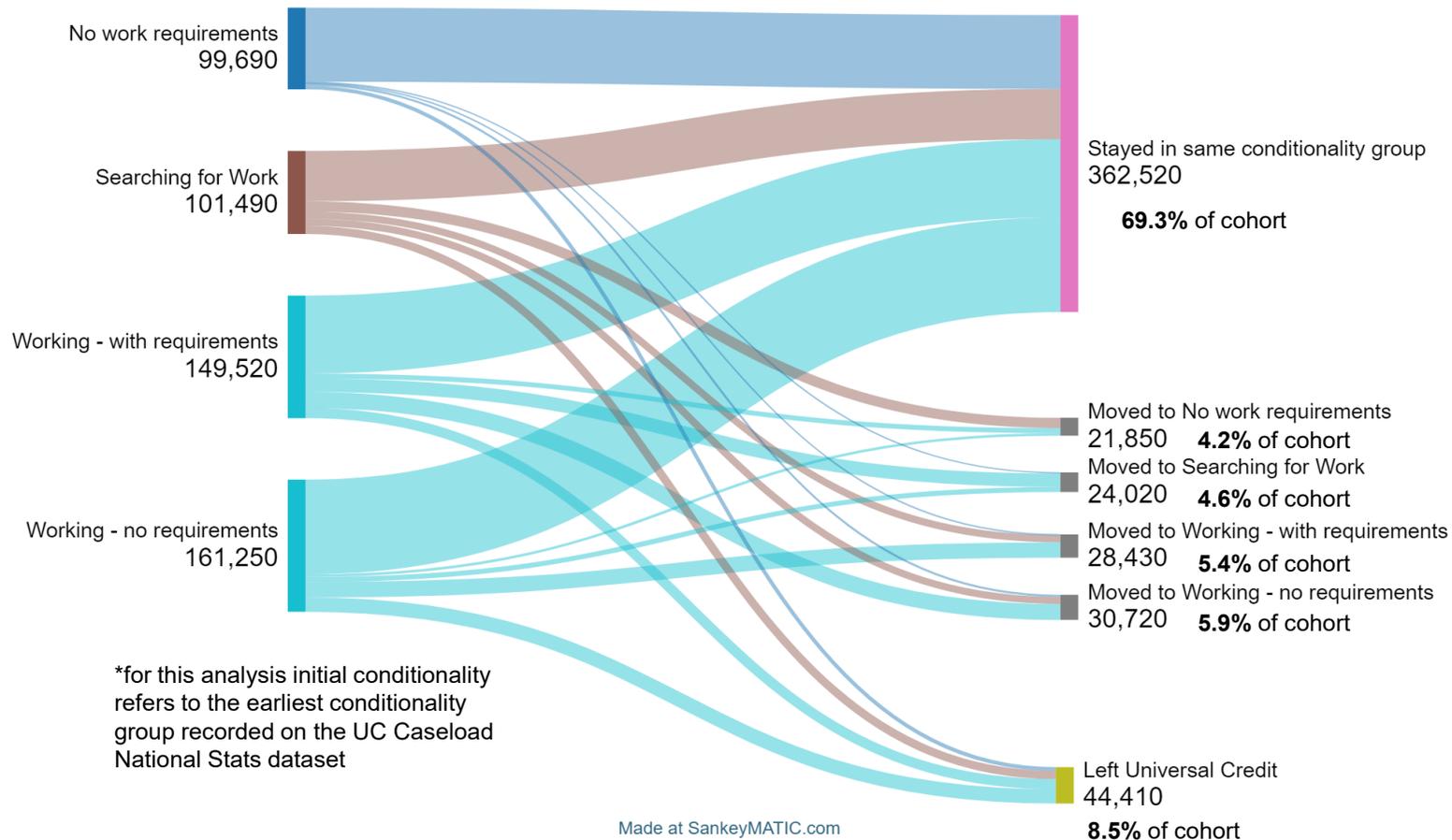


Chart shows flows from **initial conditionality\*** group upon making a UC claim to outcomes 6 months later.

Analysis relates to cohort receiving a migration notice up to end Jun-24 to allow a six month tracking period

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## UNPUBLISHED ANALYSIS

Source: Move to UC Official Statistics data matched to UC caseload Official Statistics data

# Whilst 1 in 5 M2UC customers in Limited Capability for Work & Work Related Activity were claiming a combination of Tax Credits, Housing Benefit and a DWP work benefit, 60% of LCWRA was made up of Tax Credit only customers

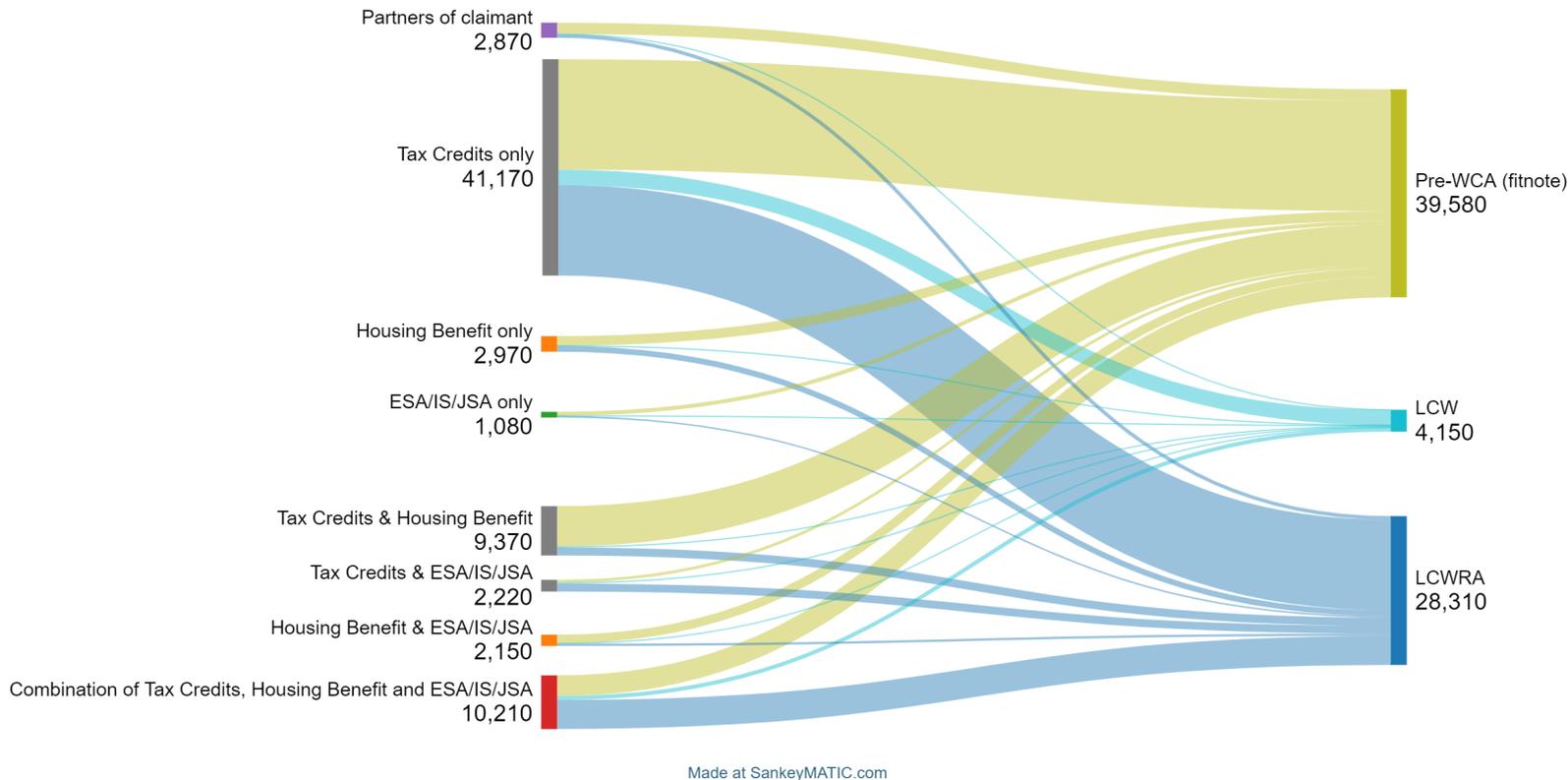


Chart identifies M2UC cases live on UC Health Journey in September 24

LCWRA included 17,250 Tax Credit only customers and 5,520 customers receiving a combination of Tax Credits, Housing Benefit and ESA/IS or JSA

Pre-WCA included 21,020 Tax Credit only customers, making up half (53%) of the Pre-WCA group.

## UNPUBLISHED ANALYSIS

Source: Move to UC Official Statistics data matched to UC Health Journey Official Statistics data

# RESEARCH UPDATE

# Qualitative research with legacy claimants: Phase 2 interim findings

## Phase 2: Research Overview (Ongoing):

- Qualitative in-depth interviews with Employment Support Allowance (ESA500), Housing Benefit only and Income Support (IS) claimants to strengthen the evidence base on the customer journey for legacy benefit customers.
- Interviews aim to explore the customer journey including the Enhanced Support Journey (ESJ) and how this is experienced by ESA and IS customers. They also intend to capture the experiences of non-claimants and the reasons behind their decision not to make a UC claim.
- Fieldwork has been conducted in 2 stages:
  1. November/December 2024 – Interviews with customers that had received their MN in June/June 2024 (46 interviews)
  2. February 2025 (currently in the field) - interviews with single and couple customers that had received their MN in July/August 2024 (29 interviews planned)

## Interim Findings (based on 37 interviews only conducted in Nov/Dec 2024):

- Participants **typically understood that UC would replace their current benefit, that payments would be monthly and that it would involve some form of conditionality.**
- Customers' main concern with the online claim process was whether they had completed the form correctly. **Those who called the migration notice helpline for support with their application found this helpful.** Broadly, and particularly for customers without health conditions, the process was easier than they had anticipated. Participants with support needs such as health conditions and digital illiteracy did experience some issues with the claiming process including attending the Job Centre, requesting home visits and making online claims.
- **ESA customers interviewed so far found the transition challenging.** These participants suggested communications could be improved to include further information about their claim status, payment details or future requirements. ESA customers reported the requirement to attend Jobcentre Plus appointments in person posed significant barriers for customers with both physical and mental health conditions, such as mobility issues or agoraphobia.
- The regular **support needs of Housing Benefit customers varied**, and this influenced their support needs when claiming UC. Housing Benefit customers who managed their former claim alone tended to make their UC claim independently but often had queries regarding council tax support and how this would interact with UC.
- Of the 3 former legacy customers who decided **not to claim Universal Credit**, the reasons for not claiming mentioned were practical challenges, negative perceptions of UC and the desire for alternative income.