

Move to UC

Hypothesis Evidence
November 2019 – v1.1

Select Claimants to
move/prepare

Hypothesis: We will be able to use available **data on current legacy claimants** to identify those who can move to UC. This will achieve the identification of a cohort who are **in scope, and able to move**, in accordance with the policy intent

Evidence

(source – ‘evidence sources to go here’)

- Check on customer as they are due an appointment through LMS
- We use current data on legacy systems to manually identify claimants
- Data sources used are: CIS, Opstrat, HMRC, ESA CAM, D-CAMS, Housing benefit data
- Process is straightforward and team are able to identify relevant claimants

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: We will be able to use a defined source of data and relevant fields to exclude/defer claimants. This will achieve consistency and codified sources of evidence we can rely on to later try and automate this information.

Evidence

(source – equality impact assessment, feedback from

Team Harrogate from legacy system usage)

- Initial selection is based on appointment and being on relevant legacy benefit. Then claimant data is reviewed against the policy intent and exclude/defer as relevant.
- This process is manual
- Approx 30% of claimants have been deferred/excluded. So far the main reason has been because of SDP identified through CIS (shows an interest) and ESA-CAM, Opstrat, CBOL and MSRS for deep dive into the individual case ***exact figures needed***

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Picture building /
preparing with claimant

Hypothesis: By building a picture of claimants prior to meeting them, we will be able to target the advice and support for the initial meeting / meetings.

Evidence

(source – ‘evidence sources to go here’) Work coaches

- Look for on LMS for relevant DP markers, such as health conditions, substance abuse etc
- Mainly this is done in the initial meetings with the claimant through discussion because more detail is available from the claimant
- For initial JSA claimants – pilot work coaches had some existing relationship with claimants and were able to use that existing knowledge
- For newer pilot claimants especially IS/ESA who have less frequent appointments, the first meeting as part of the pilot is the first point the claimant meets the work coach and the work coach has the opportunity to assess barriers
- Case conferencing – is done upfront and throughout the move journey to continue to build the picture of the claimant

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: Building a picture of claimants prior to meeting and reviewing the data we hold on the claimant, prior to meeting them, allows us to make an estimated TP calculation

Evidence

(source – ‘evidence sources to go here’)

- To park and review the hypothesis

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: Holding a warm up conversation on the back of a BAU meeting will make the 'initial' conversation run more smoothly. This is because the claimant will be prepared for next meeting, and the WC can also prepare.

DISPROVED

Evidence (source - 'first 10' claimants, initial interviews for 'next 20')

- When Work Coaches initially mention Universal Credit in the warm up meeting it prompts questions and worries from claimants which are covered in the leaflet and the discussion surrounding it. Work Coaches end up covering the same information twice – in the warm up and in the next meeting when they hand the leaflet out.
- For anxious claimants – they worry about UC in the period between the first and second appointment, whereas the longer discussion once the leaflet is handed over, particularly around MDHP and not being without money is reassuring. One claimant told the work coach she'd been 'fretting for a fortnight'
- There has been no evidence of claimants 'preparing' for the next conversation – the only preparation they do is when they are told to do something (almost like 'homework') by the work coach.
- Work coaches don't need to prepare – they have enough knowledge about UC to go straight into a more detailed discussion, and see their role as adapting to the claimant's needs in front of them as they arise.

Next linked hypothesis: Handing out the migration leaflet in the first meeting will reduce claimant anxiety about UC and increase the likelihood of them claiming within their 'claim window'. This is because they will have all the information they need about UC and the work coach will deal with any concerns immediately.

Appointment measures

Hypothesis: By knowing the main concerns of claimants, we will be able to target our advice and support more effectively

Evidence

(sources - 'first 10' claimants, initial interviews for 'next 20', interviews with claimants and work coaches in other Jobcentres Nov 19, leaflet research Sept 2019)

- Claimants in the pilot have so far raised the same concerns – 5 week gap in payment, Rent arrears, paying rent themselves, dealing with their landlords, general UC questions and Council Tax. These questions are not specific to characteristics of claimants, but concerns shared by all.
- Some pilot claimants have been reassured by the availability of MDHP to reduce gaps in payment and the chance of rent arrears.
- Legacy ESA and JSA claimants in other areas reading information about UC raise similar questions, particularly around gaps in payment, rent arrears and paying rent themselves.
- Works coaches in other areas report that claimants not moving to UC still raise questions about when they will have to move, and how they are supposed to manage with the gap in payment, and rent arrears.
- From the evidence so far, there are specific areas for the advice to be tailored around, but this areas are not specific to claimant characteristics, but shared by all.

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Hypothesis: By knowing the barriers of claimants to moving to UC, we will be able to target our products, advice and support more effectively

Evidence

(sources - 'first 10' claimants, initial interviews for 'next 20')

- We have a clear set of issues raised by all claimants in the pilot - 5 week gap in payment, Rent arrears, paying rent themselves, dealing with their landlords, general UC questions and Council Tax.
- Many of the questions and concerns that claimants have are dealt with by the work coach over and above the information contained in the leaflet – they can provide context over what is available in the leaflet.
- Another concern is not remembering what the work coach has asked the claimant to do – we have amended the leaflet to allow claimants to write down and 'to do's' on the back page to help them remember.

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Hypothesis: Claimants with more complicated circumstances will need more appointments before they are able to move to Universal Credit

Evidence

(sources - 'first 10' claimants, initial interviews for 'next 20')

- So far we have seen a circumstances where the number of appointments needed to move the claimant increases. This has included:
 - Preparation needed before making a claim (e.g. appropriate bank account, evidence of leave to remain etc)
 - Barriers to coming into the Jobcentre (e.g. mental health conditions, substance abuse)
 - Unwillingness to engage with UC (e.g. close to SPA)
 - Claimant trusting one work coach, and them being unavailable for the next appointment
- The minimum number of appointments we have observed before a claim has been made is 4 (in some cases the 4th appointment was an assisted digital claim in the jobcentre, combined with IEI and claimant commitment interview)

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Hypothesis: Giving claimants a leaflet with information about Universal Credit will help explain key concepts of the pilot to claimants and will help reassure claimants about moving to UC

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: When work coaches use a supportive tone of voice, It will help claimants decide to move to the next stage of move to UC

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: By identifying characteristics of "Hard to move" claimants, we will identify what approach works best for different claimants

Evidence

(source – 'evidence sources to go here')

- Record evidence against hypothesis here

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Post migration notice contact

Hypothesis: By providing the opportunity for face to face to answer claimants questions about their migration notice or the M2UC journey after issuing the MN, we will improve their journey to making a claim, and improve the design of the migration notice

Evidence

(source – first 10 claimants' , initial interviews for 'next 20)

- For claimants in the 'first 10' we have observed that any meetings 'post MN' have tended to be about preparing to make the claim – what documents the claimant needs, how to get hold of a tenancy agreement, what evidence they should bring in etc.
- For the 'next 20', in addition to this, there has been discussion around when is the appropriate time to claim, because claimants are concerned about being without money over Christmas.
- The most reassuring message for claimants is the explanation of MDHP, because they realise the amount of time they will be without money is much shorter than they thought and they don't have to pay it back (as with an advance)

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Hypothesis: By providing reminders (by text/phone/ tbd) in specific format/tone, we can improve their journey to making a claim

Evidence

(source – ‘evidence sources to go here’)

- None of these have been used as yet.

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Making a claim

Hypothesis: understanding the claimants who are able to make a claim online alone, will allow us to identify characteristics for a digital 'make a claim' journey

Evidence

(source – 'evidence sources to go here')

- Record evidence against hypothesis here

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Hypothesis: Some claimants will be unable to move to UC without additional support.
This will ensure that all claimants are able to move to UC

Evidence

(source – ‘evidence sources to go here’)

- To discuss with work coaches – why have they offered AD?

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: Recording/documenting types of claimants who have barriers to make a claim to UC - things which make claimants unable to make a claim (e.g. ID/HRT) will increase understanding of characteristics of claimants and barriers they experience

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: identifying claimants not making a claim within 3 month issue of migration notice and identify their reasons for not moving to UC will inform design decisions / characteristics to improve iterations of User journey / delivery Channel design of M2UC or UCFS

Evidence

(source – ‘evidence sources to go here’)

- Too soon to evaluate

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: by identifying claimant "drivers" (information / circumstances / experience) to making their claim, we can improve the efficiency of the design of M2UC

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Assessing, calculating and paying TP and MDHP

Hypothesis: We will source accurate, reliable and up-to-date data which will allow us to accurately determine eligibility and pay both TP and MDHP

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: AP1,2 and 3 payments will be accurate and paid on time, including TP where appropriate. This will allow us to ensure the claimant's benefit entitlement is protected when they move to UC, reducing hardship

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: We will be able to explain the claimant's overall UC payment, including TP through meetings and a statement at AP1. This will ensure claimants will understand their overall UC payment, including TP where appropriate, without the need for further contact

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: We will accurately erode TP at the right time through relevant changes of circumstances or through benefit changes / uprating. This means we can pay claimants the correct amount of UC throughout the migration journey

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: By measuring take up/claims to MDHP and Advances, we can add context to the characteristics of claimants and their needs, and what is identified during appointments

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Evidence

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Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

New hypothesis added

Hypothesis: Handing out the migration leaflet in the first meeting will reduce claimant anxiety about UC and increase the likelihood of them claiming within their 'claim window'.

Evidence

(source – 'evidence sources to go here')

- Record evidence against hypothesis here

Next linked hypothesis: 'record and further hypothesis arising from the evidence here'

Hypothesis: By visualising the UC claim and payment cycles, it will result in claimants understanding the differences between UC and their current benefits and support their move to UC

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’

Hypothesis: We believe by taking the time to support people making their online claim, it will result in them making more effective claims

Evidence

(source – ‘evidence sources to go here’)

- Record evidence against hypothesis here

Next linked hypothesis: ‘record and further hypothesis arising from the evidence here’