

## Move to UC 11 April 2022

### Managed migration regs

- Framework for managed migration - same as 2019 structure with few amendments - either 'clarifications to ensure delivery in line with policy intent or to recognise where position has moved on'
- SSAC taking on formal reference as DWP have removed 10,000 cap on managed migration -  
<https://www.rightsnet.org.uk/welfare-rights/news/item/governments-current-plan-to-move-people-from-legacy-benefits-to-universal-credit-creates-a-significant-risk-for-those-who-are-reliant-on-benefits-and-for-the-dwp-in-delivering-it>
- Don't yet have a timescale for when likely to be laid

### Approach to managed migration

- Undertaking 'user research' - eg support networks, digital capability, current experience of services, knowledge and attitudes, behaviours - in order to 'create services that meet their needs'
- Started in January - looked at previous research and learnings from Harrogate and stakeholder feedback
- New research to understand needs of legacy claimants - have spoken to people with range of needs and different benefits - and also to people who recently moved from legacy to UC to find out what worked and what didn't
- Testing wording of migration notice - and whether there should be additional information elsewhere eg gov.uk

### Critical insights so far

#### Positives -

- Understood they needed to claim by deadline and that benefits would stop if they didn't
- Indicated they would act on letter quickly
- Welcomed concise, to the point nature of the letter (3 pages)

#### Improvements needed -

- Wanted additional info eg around joint claims, transitional protection etc
- Wider information context

#### Plans going forward

- Continue improving letter and supporting guidance
- Research with staff around their needs when supporting claimants
- Understand 'real experience' of people who they start to invite to claim UK

## Questions (answers in red)

- have you spoken to different groups of people - **yes people with disabilities, access needs, household groups**
- What gaps have you identified that not spoken to - **no gaps - have spoken to really wide range**
- Will you use lessons learned from DLA to PIP? **Yes use research from wherever that may help inform**
- Will anyone migrate before draft regs laid (on basis of old regs)? **To take away**
- Can we see migration letter and provide comments? **To take away**
- What happens to people who don't go to extra information on gov.uk - how else might info be provided? **Will also be phonline to get more help and advice, lots of people won't necessarily have relationship with jobcentre so trying to provide something other than that. Will also ask LAs and HMRC to point people to that phone line.**
- Can you share learnings from harrogate pilot?
  - **No formal evaluation to share - was v small so wary around statistical significance...**
  - **Moved 38 people!!**
  - **Was very jobcentre focused in Harrogate - 'warm up' conversations were found to be unhelpful - created more anxiety about 'something on horizon'.**
  - **Wasn't scaleable approach - need to learn a scaleable approach a bit quicker this time if going to finish by end 2024!**
- What is being done about ensuring council tax support stays in place - different approaches by LAs - **to take away**
- Have you been talking to adult social care? **Have spoken to people with different levels of care and trying to ensure they are included in research. In upcoming rounds going to be looking at appointees too**
- What is motivation behind removing 10,000 cap - **not discrete pilot, continuous learning , starting small and building, there will still be lots of scrutiny and evaluation!**
- Will discovery phase be in geographical areas? **Yes - mixture of urban and rural and different levels of deprivation, claimant mix**
- What is plan where address is unclear, how do DWP plan to reach them? **Working through levels that can work through to get in contact if can't get in touch directly - work in progress...**