* UC programme board papers
* House of Lords secondary legislation scrutiny committee
* SSAC docs published 31/3/22 alongside the draft UC (TP) Regs 22
* DWP docs announcing restart of migration on 25/4/22

**The process of introducing the UC (TP) Regs 2022**

1. To be introduced using negative procedure
2. Explanatory note to the draft UC (TP) Regs 2022
	1. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1056769/draft-universal-credit-transitional-provisions-amendment-regulations-2022.pdf>
	2. A full impact assessment has not been produced for this instrument as no, or no significant, impact on the private, public or voluntary sectors is foreseen.

**Statements (from Feb ’22 onwards) about DWP’s plans for removal of 10k cap and for further testing or piloting of UC MM**

1. Explanatory memorandum for SSAC, prepared by UC Policy Division and sent to SSAC on 23/11/21
	1. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1056553/explanatory-memorandum-for-ssac.pdf>
	2. On ‘future plans for testing for migration’

11. The Department recognises that claimants’ confidence, experience of and trust in handling interactions with the benefits system will vary.

12. The Department has identified several key learnings that we will need to focus on when testing migration to deliver a successful outcome for the department and claimants, this is set out in Annex A. These include:

a. Establishing processes for gathering accurate data to identify the different circumstances of claimants and support managed moves.

b. Understanding how to appropriately notify claimants.

c. considering the different levels of support required to make a successful claim reconginsing differences in claimants’ needs.

d. Understanding the processes and tools required to calculate and confirm someone’s entitlement, ensure they are paid the correct award and are protected.

e. Understanding the barriers claimants may face after making their claim and the support they need

13. The Department is still finalising its plans for the resumption of Move to UC and will be mindful to differentiate approaches according to the needs of claimants.

14. UC programme’s governance will take into account a number of factors including operational readiness, key functionality being in place and ensuring the Department has processes in place to support vulnerable claimants

* 1. Annex A identifies ‘learnings to focus on’
		1. Identify the different needs and circumstances of people to move

• Are we able to gather from across government the accurate and reliable data to identify people in scope to move?

• Do we have accurate data that may help identify circumstances that may affect someone’s move?

• What processes and tools are required for these activities to perform them efficiently? For example, collecting information from our own systems and others e.g. LAs and HMRC

* + 1. Notify claimants to make a claim to UC

• Can we identify different notification needs, and how do we successfully notify claimants with different needs?

• How well do claimants understand the impact of the notification (what is being asked of them/what they need to do by when / where to get help)?

* + 1. Provide support that people need in order to make a successful claim to UC

• what different levels of support and types of support are needed for different groups of claimants?

• How to effectively provide different types of support for different needs at different times, including which organisations may be best suited to provide different support for different needs.

• How well claimants understand the support available to them.

* + 1. Confirm a claimants entitlement from legacy benefits and ensure they are paid the correct award

• What processes and tools do we need to accurately and efficiently identify claimants that have made a claim to UC and apply and calculate Transitional Protection?

• What processes and tools do we need to accurately identify when someone has not made a claim by their deadline date and what support is needed in this situation?

* 1. On removal of 10k cap on cases

60. The 2019 Regulations also limited the number of claimants the Department could move in this manner by stipulating that when the number of awards made to persons who have been issued with a migration notice has reached 10,000, no further migration notices can be issued.

61. This regulation was added in response to concerns expressed by stakeholders over the uncertainty of the process and the impact to existing benefit claimants who may have circumstances that needed specific consideration when moving to UC.

62. Prior to its suspension, the emphasis of the pilot was to develop a better understanding of the processes that would be needed to support existing claimants to safely move to UC, through careful design and testing with small groups of claimants. This was in-keeping with the way in which the UC service is enhanced on an ongoing basis, regularly conducting research with claimants and DWP staff to understand how UC is working and where improvements can be made.

63. In response to the pandemic the UC service has also demonstrated the ability to scale considerately to meet demand in a way that supported people to claim UC when they were facing uncertain circumstances

65. We also reiterate our commitment to moving claimants across safely in addition to working with external stakeholders regarding voluntary migration.

65. Regulation 9 removes the limit set on UC programme’s test and learn process as to how many claimants can be notified and migrated to UC.

* 1. Monitoring and evaluation

74. The continuing rollout of UC in this final phase will be closely monitored, reflecting the careful and considered approach of the department which will be informed by user research and testing.

1. SSAC minutes 8/12/21
	1. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1064459/ssac-minutes-8-december-2022.pdf>
	2. Neil Couling introduced the regulations by stating that whilst **certain things from that previous report** [OS - the SSAC Managed Migration report of 2018] **have been considered other things have not as yet**, as work on this stopped abruptly when Covid occurred. However, these will continue to feature in **the next phase of UC – a learning phase titled the ‘discovery phase’**. In this discovery phase there will be work undertaken with claimants, advisors and external stakeholders and partners before the volumes are increased. For this phase there are not pre-determined data and numbers, rather it is a space to explore, learn and construct, allowing volumes to be adjusted based on learning
	3. **Where there was an agreement to explore things**, such as with operational readiness, **that will be picked up in the future plan and other issues raised**, around transferring data across from legacy systems, explicit consent, and how to work with third parties **will be looked at in the discovery phas**e
	4. All along there will be checking that the DWP can cope, that the moves are safe and accurate and that potential problems are identified. Depending on what is found, the Department can, if deemed appropriate, press on the accelerator or the brake. [Redacted]. **What does the ‘discovery’ phase mean? In that phase there is exploration with users, advice agencies, and other bodies to find what is the best way to move people across**.
	5. *In terms of the exit and entry criteria for the phases, what is foreseen for the transparency, scrutiny and debate, particularly bearing in mind the 10k limit was for Parliament? Is there a plan to publish the entry/exit criteria? Will there be an equality impact assessment for this, looking at how is it panning out for different groups of people? What is foreseen for the relationship with the public, Parliament, and SSAC?* Whether the entry and exit criteria are published **the ultimate judgments on whether to exit one phase and enter another is down to the DWP to decide**. The Department **does not want to erect a series of external barriers around those specific criteria**. In the **‘discovery’ phase it will be learned about the kind of things that will appear in these criteria** – although the criteria for entering this phase is set – nothing can be laid out that far in advance.
	6. *Will anything be published in Parliament or anywhere else? For example, progress reports?* The Government **will consider how best to communicate progress**.
	7. That 10k was not meant to be a representative sample, it was not trying to replicate Great Britain, it was there in part to emphasise to some external stakeholders that DWP wouldn’t move to large volumes before completing preparatory work in the Pilot. The anxiety then was large volumes could overwhelm the system. Of course, **Covid has shown** large volumes can be dealt with where a system is well built and tested. **The point of the Discovery phase is to find gaps and learning** by failing on occasion – it in effect **replaces the need for a 10,000 limit**. And we have demonstrated before that the Department takes a responsible approach to testing. [Redacted]
	8. The Department needs to be able to safely move claimants to UC. DWP know DWP benefits, Local Authorities know Housing Benefit, HMRC know Tax Credits. The challenge is to work out how these claimants can be safely moved across to UC. Because there are so many different benefit combinations, we need to be careful not to accidentally pull a group across when the process is not ready or yet built. That is why the discovery phase, rather than any 10,000-claimant limit, is what is important.
2. Press release 25/4/22[[1]](#footnote-1)
	1. The process will resume on 9 May and will be carefully managed. Claimants will gradually be notified of when they will be asked to move to Universal Credit so as to complete the process by 2024.
3. Completing the move to universal credit, strategy doc, 25/04/22[[2]](#footnote-2)
	1. There are several key tasks to focus on to start managed migration:
		1. gathering data on the different circumstances of legacy benefits’ claimants;
		2. designing the processes and tools to calculate both UC entitlement and transitional protection (where applicable), then paying the correct award;
		3. assessing and providing the different levels of support required to make a successful claim;
		4. considering how best to notify claimants about their move; and,
		5. understanding the different challenges claimants may face after making their claim to UC and the support they need.
	2. Optimising our support for claimants in moving to UC will be a critical part of the managed migration process. The department will work closely with our stakeholder groups throughout this work to monitor and understand what support is required and what works bests for claimants. We expect that finalising our approach will take several months before we start scaling the managed migration process in earnest, to be completed by 2024
4. 17/05/2022 - letter from Therese Coffey to Stephen Timms[[3]](#footnote-3)
	1. Early lessons and observations from Harrogate were captured and have been fed into our strategy for completing the rollout of UC, along with our experience from how UC stood up to the test during the pandemic. We would not gain from re-
	doing this. Therefore, we should reset how we think about this task in the light of today’s circumstances, not those of 2018/19. That is why our approach will be through a discovery phase, focusing on learning how we can help people to move and how to ensure the processes and systems for doing so support our claimants as effectively as possible.
	2. the discovery phase will enable us to learn how best to support new claimants to universal credit.
	3. Support available includes:
		1. a dedicated phoneline, delivered by a dedicated Service Centre which has been over-staffed compared to typical Service Centres to provide more intensive support;
		2. guidance on GOV.UK which will also signpost to further independent support from Citizens Advice Help to Claim service; and
		3. specially trained staff in JCP’s and service centres.
	4. For the first groups of claimants in this initial phase of discovery, I have decided the department will not terminate any benefits if the claimant fails to claim within the three-month period given. Instead, if these claimants have failed to engage with the department, DWP will make a minimum of a 1-month extension to the deadline outlined in their notice. In this time, we will undertake proactive engagement with the claimant to understand why they have not claimed.
	5. Plans on the recording of information gathered are currently being developed, any data obtained will be reviewed on a case-by-case basis to see its suitability to share with the Committee
	6. We will also be excluding some particularly vulnerable and/or complex groups from the managed migration process initially, including claimants who are terminally ill.
	7. To mitigate risk, we have developed scaling criteria that we will assess prior to increasing the numbers of claimants issued with migration notices. This assessment goes through the appropriate ministerial and senior governance approvals and there is a clear commitment to only proceed when it is safe and secure to do so – both for claimants and the Department.
	8. The Department will be taking a phased approach, initially asking 500 households to make a claim to UC, split equally between Bolton and Medway. As part of our test and learn approach to discovery, we expect to run further tests with more small groups of claimants in the coming months.
	9. We are committed to fully complying with the Public Sector Equality Duty as we proceed with managed migration. We do not plan to publish our Equality Analysis documents as these will be living documents and subject to revision as the Discovery phase progresses and we learn and iterate the process.

**What took place during the Harrogate pilot?**

1. The pilot began in July 2019 and was temporarily suspended in March 2020 <https://www.rightsnet.org.uk/welfare-rights/news/item/move-to-universal-credit-pilot-in-harrogate-temporarily-suspended-due-to-coronavirus-outbreak>
2. According to the OBR economic and fiscal outlook March 21 the pilot had been paused until April 2022 <https://obr.uk/efo/economic-and-fiscal-outlook-march-2021/>
3. Therese Coffey said, in Nov 2021, that she didn’t see any need for resuming the Harrogate pilot because DWP had “a considerable amount of learnings from that time in Harrogate, and we have also learned a lot during the pandemic” <https://hansard.parliament.uk/Commons/2021-11-08/debates/A268E379-71E6-40F6-B973-569725113455/UniversalCreditSystemResilienceCovid-19#contribution-FAFE0910-EBA3-48F4-8824-FF46FD60C5A1>
4. From SSAC minutes 8/12/21
	1. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1064459/ssac-minutes-8-december-2022.pdf>
	2. There was originally a three-phase plan – first Jobseeker’s Allowance cases (JSA), then Housing Association (HA), then Tax Credit cases. The **JSA cases were underway**, and the **HA were about to start** when lockdown happened. The main learning from the JSA cohort was that claimants are anxious about moving to UC. Personal contact helped address negative preconceptions and informed claimants when payments would fall in the calendar which helped claimants understand when best to make their UC claim within the period they are required. There were **very few TP cases,** but the people in this cohort were less likely to have a lower entitlement on UC. It is not possible to move individuals across to UC or set up a gateway to identify them by using data from the legacy systems. It would take years of system development and would still be unreliable. People need to participate, and clean data is essential. Also, **whilst it may be perceived that the JSA cohort are simpler on paper, they often had complex lives** and the cases contained much complexity
	3. Automatic transfer is not impossible, but it is very hard. One area where there is some possibility is on tax credits – aspects of HMRC tax credit claims may be able to be used to build UC claims. We had previously planned to test this before the pilot was paused. We want to explore with HMRC if there is scope for certain information to be ported across.
	4. *The gradual, iterative process is welcomed, but why therefore remove the failsafe of reporting at a particular point? Is there not wisdom in retaining that pilot point?* The 10,000 limit is a threshold chosen previously, based on the concept of a pilot, to provide assurances that without a limit the intention was to move significant numbers of claimants in one go. [Redacted]
5. FOI response 12/04/22 <https://www.whatdotheyknow.com/request/805093/response/2021020/attach/3/IR2%20IR2021%2099324.pdf>
	1. 80 people were invited to make a claim to Universal Credit, these individuals were at different stages at the time when the Harrogate pilot was stopped due to the pandemic. 38 notified people made a claim to UC during the pilot. The breakdown by the six benefits UC replaces is:

 22 were previously in receipt of JSA (IB)

 6 were previously in receipt of ESA (IR)

 10 were previously in receipt of Income Support

 28 were previously in receipt of Housing Benefit

 9 were previously in receipt of Child Tax Credits

1. 25/04/22 Statement by Therese Coffey[[4]](#footnote-4)
	1. Before the pandemic, the department had started testing processes for managed migration in a pilot based in Harrogate. In 2020, the pilot was stopped to handle the significant increase in new claims for UC resulting from the pandemic.
	2. During this pilot there was proactive engagement with 80 people, 38 of these were moved to UC. 35 claimants were better off and only three people required transitional protection. The remainder of moves were not completed before the pilot was stopped.
	3. This pilot only involved claimants that the department had an existing relationship with. No claimants on Working Tax Credits were approached directly to commence a Move to UC.
2. Completing the move to universal credit, strategy doc, 25/04/22[[5]](#footnote-5)
	1. Before it was paused, the pilot service had engaged with a number of claimants known to the Harrogate job centre and had explored:
		1. how claimants respond to a notice to migrate to UC;
		2. the processes and tools required by staff to calculate transitional protection; and
		3. an early observation that a small number of claimants may be willing and able to take the step to self serve and make a claim to UC but that most claimants will need support in order to achieve this.

**Other points not included below**

1. The SLSC regarded the use of negative procedure, rather than affirmative procedure, for the Universal Credit (Managed Migration Pilot and Miscellaneous Amendments) Regulations 2019 as a ‘tactical ploy’ and stated that ‘We are therefore both surprised and disappointed that, having allowed the version laid on 14 January 2019 to remain undebated for six months, the negative procedure is being used to bring these changes into immediate effect on the cusp of the parliamentary recess; this means the Regulations will have been in operation for nearly six weeks before Parliament has any opportunity to scrutinise them.’ <https://publications.parliament.uk/pa/ld201719/ldselect/ldsecleg/415/41505.htm>
2. DWP have research (presumably research they have carried out) showing that the planned MM process risks causing and exacerbating vulnerability (paras.7 & 8): <http://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/7G-UCPB_16-04-19-Paper6-Move_to_Universal_Credit_Update.pdf>

**Original plans for pilot**

**Purpose of pilot**

1. 11/1/19 Amber Rudd speech[[6]](#footnote-6)
	1. the pilot was ‘an opportunity to learn how we can best facilitate the transition – before returning to Parliament with the legislation which we will need for future managed migration’
2. 14/1/19 letter from Amber Rudd to Frank Field MP and Heidi Allen MP[[7]](#footnote-7)
	1. The draft regulations contain a new provision, which will provide that once 10,000 awards of Universal Credit have been made to persons to whom a managed migration notice has been issued, no further notices may be issued.
	In effect, this means that the Government is legislating for piloting powers, rather than for the whole of the migration period. For the Government to continue with migration activity, it would need to bring forward a further regulation to revoke this provision. […]
	[…]
	I have made a commitment that I will only proceed with managed migration when I have assured myself that the process works in the best possible way for everyone. The changes I have made put that commitment beyond doubt.
3. 17/1/19 UCPB paper by neil couling[[8]](#footnote-8)
	1. provides the opportunity for the Government to develop the best support for claimants before bringing future regulations to Parliament
	2. the Government is legislating for ‘piloting powers’ rather than the migration of all claimants. This is in line with suggestions from both the Secondary Legislation Scrutiny Committee and the Work and Pensions Select Committee.
	3. These changes act on feedback from stakeholders, charities and experts. They are not a delay of rollout and we have always been clear that we will taking a measured approach to rollout, ensuring the system works for everyone.
4. 5/3/19 Government Response to the Work and Pensions Committee’s Report ‘Universal Credit: Support for disabled people’[[9]](#footnote-9)
	1. Recommendation 2: We recommend, in line with the House of Lords Secondary Legislation Committee, that the Department seek Parliamentary approval only for the 10,000 person “managed migration” pilot and the Severe Disability Premium transitional protections. It should lay further Regulations for the acceleration of “managed migration” only when it has clearly and publicly set out its findings from the pilot and how these will be incorporated into the process. 16. The Government agrees with this recommendation and has already taken action. […]
5. 16/4/19 paper for UCPB board[[10]](#footnote-10)
	1. The purpose of the pilot is to work with individual claimants and delivery partners to understand their needs and to build the service in response to understanding those needs. By doing so, we will learn what works. We need to identify the characteristics that successfully move people onto UC without resorting to stopping benefits
	2. We have made a commitment to return to Parliament before we go above 10,000 migrated claims. This is to give Parliament confidence that it will have another chance to engage with Universal Credit before we scale migration
	3. The purpose of the pilot is to test design concepts (such as ‘who knows me’) and specific solutions (e.g. how to provide support) in order to successfully move people without stopping their benefits. It is not to ‘prove’ that a single design works with all different claimant types. We will be as concerned to learn why people do not move over (and therefore do not form part of the 10,000) as we are to learn what has been successful.
6. 8/7/19 Letter from Amber Rudd to Frank Field[[11]](#footnote-11)
	1. I have said that I will not bring forward legislation to continue managed migration after the pilot until I can make personal assurances that the process is effective and provides the right support for claimants. Therefore monitoring and the evaluation following the pilot has been a priority for me. […] There will be a checkpoint on the progress of the pilot once 100 claimants have been moved to UC. Further checkpoints will be scheduled as the Department makes preparations for each new phase and I have been assured that I will be updated regularly as the pilot moves between phases.
7. 6/9/19 59th report by HoL Secondary Legislation Scrutiny Committee (DWP evidence to committee)[[12]](#footnote-12)
	1. Parliament will still have the opportunity to consider the regulations, and because the regulations only contain provisions for a pilot, the Department must return to Parliament for approval Parliament for approval to continue with a further migration process managed migration after the pilot is complete.
8. 12/11/19 – UCPB minutes of October 19 discussion[[13]](#footnote-13)
	1. We need to get maximum value from the Move to UC Pilot
9. 18/02/20 – Move to UC Update UCPB paper[[14]](#footnote-14)
	1. Our ambition is to have identified a number of successful models which we can start to scale by the end of the pilot phase.
10. Completing the move to universal credit, strategy doc, 25/04/22[[15]](#footnote-15)
	1. The purpose of the pilot was to test and evaluate the products and processes required to enable the department to move claimants from legacy benefits to UC.

**Expected numbers**

1. 30/1/19 Minutes of SSAC[[16]](#footnote-16)
	1. The Department has used the figure of 10,000 awards as an indication that it would not scale up without returning to Parliament. The number itself was not particularly critical; what mattered was the learning on the way to the making of 10,000 awards. The intention was to build up very slowly, starting with numbers in the tens and, when satisfied that it was safe to progress, moving to hundreds. […]
	2. The Department had […] used 10,000 as a rough indication of how far it will have tested the user experience of moving to UC before returning to Parliament.
	3. How many people would need to receive a migration notice in order to reach the 10,000 limit? That was unknown. The answer to that question would be an important lesson in itself for the Department and could raise other questions to be pursued in the design. Had the legislation stipulated that the limit would be set at the numbers of notices issued, the result might have yielded insufficient numbers to allow the full range of testing.
	4. Even after the first phase of testing, the Department would build volumes gradually. From the Autumn of 2020 the Department would begin scaling up, but again, that would only be if the learning was in place. There was nothing in the legislation which required the Department to have successfully processed 10,000 UC claims by a set date. Neither was there a requirement that 10,000 awards had to have been made before embarking upon the next phase. The figure of 10,000 awards had been inserted for the sake of precision in the legislation, but it was an upper limit and the likelihood was that DWP would be evaluating the pilot without the exact figure of 10,000 having been reached.
2. 16/4/19 paper for UCPB board[[17]](#footnote-17)
	1. We will start with very small numbers (up to 100) of DWP claimants initially.
3. 25/6/19 paper for UC board[[18]](#footnote-18)
	1. As previously agreed, we will start the pilot with claimants who currently attend the Jobcentre for F2F interventions in an initial phase we have called Test the Concept. In this phase we will work with a small number of claimants to confirm that we can activate them to make their claims and pay UC accurately, including the Transitional Protection element. We will gradually increase volumes with a checkpoint once we have migrated enough cases (estimated to be around 20-50) to confirm that we can continue and are safe to expand volumes.

We will then move to 2 further phases with DWP claimants – Develop the Service and Learn how to Grow. Our current planning assumption is that we will be aiming to start the Learn how to Grow phase in January 2020. We anticipate the first 2 phases will involve up to 100 claimants and Learn to Grow between 100 and 2000. We will have exit criteria for each phase that will determine our readiness to move to the next one. More detail and draft exit criteria for the Test the Concept phase are at Annex B.

Once we are confident that the DWP approach is working sufficiently satisfactorily, we will instigate the trusted partner approach next with one partner, then gradually expand this to other partners and increase volumes slowly using the same 3 phases

* 1. SEE ANNEX B AND, PARTICULARLY, ANNEX C FOR USEFUL VISUALISATION OF PLAN
1. Minutes of 25/6/19 UCPB meeting[[19]](#footnote-19)
	1. The initial “Test the Concept” Phase will cover around 20-50 claimants, the pilot will then move on to the “Develop the Service” Phase. The current estimate is that around 100 claimants, will be moved in phases during the first months. Subject to successful progress a “Learn How to Grow” Phase will be introduced from around January 2020 which will take the pilot up to between 100 and 2000 claimants.

When we are sure we have proved the DWP approach is working well, a Trusted Partner Approach will be instigated, initially with one partner then gradually expanded to others with volumes increasing slowly using the same 3 phases.

Following the learning from the first 2 phases a second site may be introduced, where an alternative approach could be tested.

Positive initial discussions have taken place with HMRC colleagues around testing an HMRC led approach using existing channels later in 2020.

1. 6/9/19 59th report by HoL Secondary Legislation Scrutiny Committee[[20]](#footnote-20)
	1. We welcome the pilot scheme. We are, however, concerned that 10,000 claims are a small sample compared to the approximately two million households which will need to be migrated nationally. The pilot will provide useful data to inform DWP’s approach to migration and claimants’ areas of difficulty. However, the extent to which it can be extrapolated to form an assessment of DWP’s capacity to deliver the migration programme nationally must be open to question.
2. 12/11/19 Move to UC pilot evaluation UCPB paper[[21]](#footnote-21)
	1. A second, larger group of claimants started in October; we will be closely monitoring and iterating the design with this group. We are intending to have around 70-80 claimants engaged in the Move service by Christmas, which is in line with expectations. These will be IS and ESA claimants as by then we will have engaged with all the JSA claimants in Harrogate.
	2. Volume in advance of Autumn 2020 is not particularly relevant – whether we are at 3k, 5k, or 10k (the limit) of moved claimants does not mean anything in the context of needing to move 2 million, as long as we can support the Evaluation Approach.
	3. Our hypothesis is that ‘who knows me’ is beginning to prove itself through the Work Coach led model, as early testing is showing encouraging results. By the end of the year, we hope that we have learned enough from the first 70-80 cohort to start focusing on making the service more efficient and repeatable. From early 2020 we will increase volumes in the Work Coach led model to demonstrate scalability and evaluating it in good time for the Autumn when we are due to publish the first evaluation findings (see paragraph 23). This will mean considering introducing a second pilot site to generate the additional volumes and to test in an area with different demographic characteristics.
3. 18/02/20 – Move to UC Update UCPB paper[[22]](#footnote-22)
	1. At the time of writing, approximately 80 claimants are currently engaged in the Move process with 24 of them having moved onto UC. Ministers have expressed a concern that if it has taken 6 months to achieve these volumes, it seems over ambitious to expect that we will be around 1k by June as in the plan below. It is worth making sure Programme Board is able to explain this to stakeholders especially as a version of these numbers was shared in Parliament recently.
	2. The chart below provides further detail of the time-line and volumes associated with our proposals, although it is important to note that while HMRC is working in partnership with us during the pilot phase, we do not yet know how successful we will be in encouraging claimants to move through HMRC channels, and therefore the extent to which we need that to extend beyond November and how we would do so. We will return to the Programme Board with proposals to move beyond November later in the year:
	3. 
	4. *[OS – this chart shows that they planned to get to about 5k cases (2000 of which would have had migration initiated by HMRC or through 'alternative approaches') before returning to parliament – at time of writing (10/5/22) they're doing it at less than 100 cases (all work coach led)]*
	5. Our overall imperative remains to have created sufficient evidence to assess how far any of these “who knows me” approaches will enable us to successfully move people onto UC and at what cost. That evidence will be required to lift the 10,000 limit by returning to Parliament in Autumn 2020 with some successful models that can start to scale. We will continue to assess and adapt the pilot to meet this imperative.

**Expected detail of pilot**

*Duration*

1. Minutes of 16/4/19 UCPB meeting[[23]](#footnote-23)
	1. The DG for Health and Work felt that the paper had been well articulated, and agreed with the principle of smaller for longer. We will need the full year to test but felt that it will ultimately drive down the costs of UC.

*Locations*

1. 25/6/19 paper for UC board[[24]](#footnote-24)
	1. At the same point we will also make an initial assessment on when we may be able to instigate a second pilot Jobcentre site as part of the Learn How to Grow phase.
2. Minutes of 25/6/19 UCPB meeting[[25]](#footnote-25)
	1. The initial “Test the Concept” Phase will cover around 20-50 claimants, the pilot will then move on to the “Develop the Service” Phase. The current estimate is that around 100 claimants, will be moved in phases during the first months. Subject to successful progress a “Learn How to Grow” Phase will be introduced from around January 2020 which will take the pilot up to between 100 and 2000 claimants.

When we are sure we have proved the DWP approach is working well, a Trusted Partner Approach will be instigated, initially with one partner then gradually expanded to others with volumes increasing slowly using the same 3 phases.

Following the learning from the first 2 phases a second site may be introduced, where an alternative approach could be tested.

Positive initial discussions have taken place with HMRC colleagues around testing an HMRC led approach using existing channels later in 2020.

* 1. The Chair would like the team to think about how we could best use a second site in the pilot.
1. 6/9/19 59th report by HoL Secondary Legislation Scrutiny Committee (DWP evidence to committee)[[26]](#footnote-26)
	1. We will consider expanding to a further jobcentre at a later stage of the pilot, if this is required.
2. 12/11/19 Move to UC pilot evaluation UCPB paper[[27]](#footnote-27)
	1. From early 2020 we will increase volumes in the Work Coach led model to demonstrate scalability and evaluating it in good time for the Autumn when we are due to publish the first evaluation findings (see paragraph 23). This will mean considering introducing a second pilot site to generate the additional volumes and to test in an area with different demographic characteristics.
3. 18/02/20 – Move to UC Update UCPB paper[[28]](#footnote-28)
	1. 11. In response to the request to increase the pace of the pilot, we met with Ministers on 20 th January to propose a package of alterations to the pilot some of which increase pace and some of which were already in the plan but have a firmer commitment to numbers. These are to:
		1. Accelerate the current Work Coach-led approach by bringing forward a second Jobcentre - generating additional volume as well as expanding learning through testing in an area with different demographic characteristics. We may also expand to a third Jobcentre in July/August 2020
		2. […]
		3. Continue work to co-design and trial a Partner-led approach, starting initially in Harrogate as planned, but with a view to expanding to the second site earlier than planned – generating evidence for the evaluation of how partners can help us move certain types of claimants (particularly those the DWP do not have a relationship with

*Partners*

1. 30/1/19 Minutes of SSAC[[29]](#footnote-29)
	1. Work with delivery partners would be vital in reaching people who might otherwise be missed by DWP. Delivery partnerships were key in this and the development of such partnerships would be a major aspect in the next phase of the programme.
2. 16/4/19 paper for UCPB board[[30]](#footnote-30)
	1. So, we have reconsidered how to approach the pilot and agreed that we should test an approach based on working with the existing relationships that claimants have with relevant organisations. We have called this approach ‘Who Knows Me’. Our intention is to test the idea that, by working with partners who have an existing relationship with claimants, we will more successfully be able to move them onto UC without having to send unsupported letters or stop benefits. This means that we will work with HMRC, LAs and other trusted parties such as social landlords to help claimants on the journey to UC. This could include partners delivering or supporting any stage of the journey from identifying readiness to move, through to managing the process (or parts of the process) on behalf of DWP.

We intend to start the pilot with claimants who are well known to DWP as they currently attend the Jobcentre for face to face interventions. We think we can use these interventions as the trigger point to start learning how to move people onto UC. By starting with the claimants that we know best in DWP, we will test that the core pillars of moving people onto UC work before extending the pilot to work in partnership with others. The three core pillars to assure ourselves of are:

* + 1. We are able to calculate, explain, pay and erode Transitional Protection
		2. We are able to engage and persuade claimants to act
		3. We are able to support claimants through the process (includes their first and subsequent payments)

Once we have sufficient confidence in these pillars, we will extend the approach to work with trusted partners supporting and/or delivering the process.

1. Minutes of 16/4/19 UCPB meeting[[31]](#footnote-31)
	1. The pilot will test the approach based on information either we or other departments may hold on our customers. This approach will be called “Who Knows Me” and the idea is to work with partners who have an existing relationship with the customer. The theory being that we should be able to move claimants onto UC without having any break in benefit entitlement. We will work with colleagues from HMRC, Local Authorities and other trusted partners that deliver to or support our customers in any way in order to identify readiness to move. We will build up the design process and learn by doing, looking at what works and how we can make that affordable.
	2. The pilot will start with claimants who are well known to DWP and who currently attend Jobcentres for face to face interventions. These interventions can be used as the trigger for learning how to move people onto UC. Three core pillars will be used as a test for moving people before extending the pilot to work with partners these are:
		1. We are able to calculate, explain, pay and erode Transitional Protection
		2. We are able to engage and persuade claimants to act
		3. We are able to support claimants through the process (including their first and subsequent payments)

Once sufficient confidence has been established in these pillars we will extend the approach, working with trusted partners to support or deliver the process

1. 25/6/19 paper for UC board[[32]](#footnote-32)
	1. Once we are confident that the DWP approach is working sufficiently satisfactorily, we will instigate the trusted partner approach next with one partner, then gradually expand this to other partners and increase volumes slowly using the same 3 phases.

Again, subject to being satisfied that we have proven the trusted partner concept, we will test an HMRC led approach using existing channels to instigate the journey and potentially provide support. We have started early thinking with HMRC and will continue to explore that over the next few months.

* 1. SEE ANNEX B AND, PARTICULARLY, ANNEX C FOR USEFUL VISUALISATION OF PLAN
1. Minutes of 25/6/19 UCPB meeting[[33]](#footnote-33)
	1. The initial “Test the Concept” Phase will cover around 20-50 claimants, the pilot will then move on to the “Develop the Service” Phase. The current estimate is that around 100 claimants, will be moved in phases during the first months. Subject to successful progress a “Learn How to Grow” Phase will be introduced from around January 2020 which will take the pilot up to between 100 and 2000 claimants.

When we are sure we have proved the DWP approach is working well, a Trusted Partner Approach will be instigated, initially with one partner then gradually expanded to others with volumes increasing slowly using the same 3 phases.

Following the learning from the first 2 phases a second site may be introduced, where an alternative approach could be tested.

Positive initial discussions have taken place with HMRC colleagues around testing an HMRC led approach using existing channels later in 2020.

1. 6/9/19 59th report by HoL Secondary Legislation Scrutiny Committee[[34]](#footnote-34)
	1. (quoting DWP) We plan to test the other two aspects of the Who Knows Me model (Partner Led and HMRC led approaches) within the Harrogate area during 2020.
2. 12/11/19 Move to UC pilot evaluation UCPB paper[[35]](#footnote-35)
	1. we have a hypothesis that we will be more successful in helping people move onto UC by using existing relationships they have, rather than via a standardised process. We call this model ‘who knows me’. It means that we will look for where claimants have meaningful relationships that could support their move.
	2. Our approach is to learn what works in moving people safely as early as possible so that we can then scale those successful models. By safely we mean without increasing vulnerability, causing a break in income or resorting to stopping benefits. Our ambition is to have at least a few models identified and able to scale by the end of the pilot phase. We don’t expect to have identified how to move every single case safely in this period, but will have a proposal on how to learn further.
	3. Using the Who Knows Me concept we intend to test 3 broad approaches: -
		1. DWP Work Coach led based on using existing legacy interventions as the initial trigger for claimants to move to UC.
		2. Partner led where local organisations who have existing relationships with claimants provide support for the move to UC.
		3. HMRC led for Tax Credit claimants building on the existing relationship there
	4. As previously discussed with PB we had intended to start working on other Who Knows Me approaches in the New Year. However, following the successful launch, we are challenging ourselves to bring forward our learning by initiating work on other approaches this year to run alongside the ongoing DWP Work Coach led approach from early New Year. These are:
		1. • Partner led approach. We will select 1 or more partners to work with us to co design and iterate this approach. We have already generated interest with potential partners in Harrogate in doing this. What partners do to move claimants could range from supporting a specific and contained part of the process through to supporting the entire journey. Different partners may want different levels of involvement and we will need to look for ways to be flexible. We are re-organising the product development team to support this approach in parallel with the Work Coach led approach. Once that is complete, and subject to over-coming some specific data sharing challenges, we will be able to commence testing this model. Our ambition is to be able to start moving claimants through this approach very early in 2020.
		2. Voluntary approach. An extension of the Work Coach led approach by trialling a model responding to requests to move by claimants (as is already happening in Harrogate) and potentially encouraging requests to move. We would like to test how this would work in practice and how we would manage volumes in order to control the flow of new work into Operations. This could be based on claimants proactively coming forward themselves possibly in response to local marketing material (e.g. posters in the Jobcentre). Alternatively, we could issue invitations to Move to UC, but take no further follow up action. Subject to resourcing the team, we think we can start this model this year.
		3. HMRC led approach. We have held high level discussions on this and HMRC have confirmed they are willing to explore options for designing a journey to support Tax Credit only claimants. There is a significant amount of work to do with HMRC to develop a sustainable approach to co- designing, testing and iterating this approach. On the back of the welcome support for this way of working from HMRC, our intent is to develop an approach, build up a team and agree a test area etc in the course of the next few months. Our ambition is to be ready to start testing the approach around the end of Q1 2020
	5. Our hypothesis is that ‘who knows me’ is beginning to prove itself through the Work Coach led model, as early testing is showing encouraging results. By the end of the year, we hope that we have learned enough from the first 70-80 cohort to start focusing on making the service more efficient and repeatable. From early 2020 we will increase volumes in the Work Coach led model to demonstrate scalability and evaluating it in good time for the Autumn when we are due to publish the first evaluation findings (see paragraph 23). This will mean considering introducing a second pilot site to generate the additional volumes and to test in an area with different demographic characteristics.
	6. We do not yet have evidence on the Partner led approach and this is likely to be more challenging as this will involve managing smooth hand overs and overcoming issues such as data sharing. However, we will aim to repeat a similar learning pattern as we have with the Work Coach led approach to generate a further wave of evidence and evaluation.
	7. Similarly, we do not yet know how the HMRC led approach will work or how it will be received. Tax Credit claimants form a significant proportion of the overall claimant base to be moved, so it will be important to establish how far ‘who knows me’ will work for this group before we complete the evaluation in autumn 2020.
	8. Our ambition is to have created sufficient evidence to assess how far these three main ‘who knows me’ approaches will address the overall challenge such that, when we report in Autumn 2020, we have some successful models that we know how we would scale.
3. 18/02/20 – Move to UC Update UCPB paper[[36]](#footnote-36)
	1. 11. In response to the request to increase the pace of the pilot, we met with Ministers on 20th January to propose a package of alterations to the pilot some of which increase pace and some of which were already in the plan but have a firmer commitment to numbers. These are to:
		1. […]
		2. Trial an ‘alternative engagement approach’ in Harrogate, to learn the most effective ways to move those DWP claimants who we do not have strong relationship with as they do not come into the Jobcentre on a regular basis
		3. • Continue work to co-design and trial a Partner-led approach, starting initially in Harrogate as planned, but with a view to expanding to the second site earlier than planned – generating evidence for the evaluation of how partners can help us move certain types of claimants (particularly those the DWP do not have a relationship with)
		4. • Commencing design activity for the HMRC-led approach as planned to establish how far ‘who knows me’ will work for tax credit claimants, which forms a significant proportion of the overall claimant base to be moved

*Claimant types*

1. 30/1/19 Minutes of SSAC[[37]](#footnote-37)
	1. The Department would not just select the easiest to move. It was more a case of finding as wide a range as possible in order to learn as much as possible. That said, there were some aspects of full service UC which were not mature enough, and such cases would be excluded from the 10,000 exercise whilst solutions to the aspect in question continued to be sought. An example of this was corporate appointees. Some cases would be simple enough in strict benefit terms but reaching and communicating effectively with them could be the challenge. The Department acknowledged that the low numbers involved in the first phase could mean that sub-groups of those successfully migrated may not be statistically representative
2. 16/4/19 paper for UCPB board[[38]](#footnote-38)
	1. Following an in-depth analysis of various options, Harrogate JC was identified as a suitable location and this was announced by the Secretary of State at the Work & Pensions Select Committee on 11/3.

The site has a legacy caseload of around 6000 with the majority being either ESA Support Group or Tax Credit claims. […] All legacy claimants have been in receipt of benefits for at least 3 years (many for much longer) so are representative of the caseload that will need to be moved in the main phase.

1. 25/6/19 paper for UC board[[39]](#footnote-39)
	1. After around 6 months of live running in the pilot we will take stock on how the DWP and trusted partner approaches are working and we will take an early view on when it is may be safe to start testing remote activation for some claimants
2. Minutes of 25/6/19 UCPB meeting[[40]](#footnote-40)
	1. The pilot will test different claimant types based on the “Who Knows Me” model, which was introduced as part of the last Programme Board update in April 2019. This will build on our existing relationships with claimants which should allow us to move them on to UC successfully without having to stop benefits.
3. 12/11/19 Move to UC pilot evaluation UCPB paper[[41]](#footnote-41)
	1. A second, larger group of claimants started in October; we will be closely monitoring and iterating the design with this group. We are intending to have around 70-80 claimants engaged in the Move service by Christmas, which is in line with expectations. These will be IS and ESA claimants as by then we will have engaged with all the JSA claimants in Harrogate.

**Learning objectives**

1. 30/1/19 Minutes of SSAC[[42]](#footnote-42)
	1. Would the Department be able to find out the reasons for those who failed to complete the process of claiming? That was certainly the intention. The Department was making the understanding of that issue a major part of the pilot.
	2. There were simply too many things to learn and too many different types of claimants and their circumstances to enable an accurate prescription of success to be defined at the outset. Success would be defined by the Department’s ability to identify who needed support, how it should be given and its effectiveness in getting them through the process with the correct entitlement (including transitional protection), and that at the end of it claimants understand the new benefit world and how it worked for them
2. 16/4/19 paper for UCPB board[[43]](#footnote-43)
	1. By capturing stakeholder input in the format of problem statements, the product development teams in London and Leeds can address them in their work on the core service and in Move to UC specifically.

Thirty of these problem statements were created, which we have grouped broadly into 9 themes:

* + 1. Barriers experienced by people who are ‘hard to reach’
		2. The risks of people not receiving information or not understanding what is asked of them
		3. Issues around the ability to act on behalf of claimants
		4. Issues claimants have getting access to the correct appropriate channels
		5. Knowledge of the needs of people they are supporting held by third parties
		6. Risks of termination of benefits, debts and arrears experienced by claimants
		7. Critical evidence and easements from legacy benefits that may be lost
		8. Landlords time and resources spent on the service
		9. The needs of vulnerable people and those with complex needs
	1. We intend to start the pilot with claimants who are well known to DWP as they currently attend the Jobcentre for face to face interventions. We think we can use these interventions as the trigger point to start learning how to move people onto UC. By starting with the claimants that we know best in DWP, we will test that the core pillars of moving people onto UC work before extending the pilot to work in partnership with others. The three core pillars to assure ourselves of are:
1. We are able to calculate, explain, pay and erode Transitional Protection
2. We are able to engage and persuade claimants to act
3. We are able to support claimants through the process (includes their first and subsequent payments)
4. Minutes of 16/4/19 UCPB meeting[[44]](#footnote-44)
	1. The “Move to UC” (formally known as Managed Migration) pilot will start in mid-July providing the regulations are passed, and will focus on the following Core Learning Objectives:
		1. Test our ability to be able to calculate, explain, pay and erode Transitional protection
		2. Test engagement and effective mobilisation to successfully claim UC at the right time
		3. Test the support mechanisms particularly identifying and supporting complex and vulnerable claimants through their journey.
	2. Outlined the approach to the pilot which is being designed in conjunction with stakeholders. The team are focusing on a series of Problem Statements that have been developed following the first series of stakeholder workshops and continuing engagement with stakeholders directly into the design proposals. The Problem Statements have been grouped into themes including:
		1. Barriers experienced by people who are hard to reach
		2. Issues around the ability to act on behalf of claimants
		3. Issues for claimants accessing appropriate channels
		4. Risks of termination to benefits
		5. The needs of vulnerable people and those with complex needs
5. 12/11/19 Move to UC pilot evaluation UCPB paper[[45]](#footnote-45)
	1. Our ambition is to have created sufficient evidence to assess how far these three main ‘who knows me’ approaches will address the overall challenge such that, when we report in Autumn 2020, we have some successful models that we know how we would scale.

**Expected evaluation and publication**

1. 5/3/19 Government Response to the Work and Pensions Committee’s Report ‘Universal Credit: Support for disabled people’[[46]](#footnote-46)
	1. We further recommend that the Department share with the Committee, and with Citizens Advice, the existing data that it holds on claimant vulnerabilities and its plans for developing and further sharing this as managed migration rolls out. […] 26. As we said in our response to SSAC, we are conducting detailed Equality Assessments of our migration plans as part of our Public Sector Equality Duty. This process is iterative. The impacts of the testing will be fully evaluated and equality impacts reassessed, in accordance with the evaluation results. We will publish an assessment of the impacts of the pilot prior to scaling and present our assessment of our operational readiness to the Infrastructure and Projects Authority (IPA) in 2020, before we move to scale. […]
2. 25/6/19 paper for UC board[[47]](#footnote-47)
	1. In the first phases to January 2020 we will use a framework of user research and data to gather feedback on the service. This will be used, as always, to rapidly iterate and develop the service and will continue throughout the life of the pilot and beyond. We will not have formal evaluation running at this point as we will want to focus on getting the pillars of the concept working sufficiently. During this period, the primary purpose of all of the information we gather will be to inform learning and design, not as a vehicle for reporting. The Board’s support in explaining this to an operating environment eager to measure progress and success would be appreciated.

From early 2020 we will instigate a formal evaluation programme once volumes have increased and the design is more stable. We are currently working to develop the evaluation strategy with UC Analysis Division but this is likely to include a substantial fieldwork exercise delivered by an external agency. We will use this, along with user research, to inform and justify decisions on scaling beyond the pilot period.

1. 6/9/19 59th report by HoL Secondary Legislation Scrutiny Committee (DWP evidence to committee)[[48]](#footnote-48)
	1. The Department will, however, publish an evaluation strategy by the end of 2019 and will publish the evaluation of the pilot before returning to Parliament with further legislation to continue migration activity.
2. 12/11/19 Programme Board Dashboard[[49]](#footnote-49)
	1. The Move to UC Evaluation Strategy was reviewed at PDE on 23 October ahead of being shared with Programme Board in November with work underway to identify key external stakeholders to engage and share the strategy ahead of publication
	2. Publication date for evaluation strategy is listed on the right of first page as planned for 12/12/19
3. 12/11/19 Move to UC pilot evaluation UCPB paper[[50]](#footnote-50)
	1. From early 2020 we will increase volumes in the Work Coach led model to demonstrate scalability and evaluating it in good time for the Autumn when we are due to publish the first evaluation findings (see paragraph 23).
	2. the Evaluation Approach will need to be flexible throughout the pilot. Therefore, we have developed a phased approach involving successive waves of evaluation where we gather evidence over time to inform and justify decisions on wider rollout. This will also need to reflect the multiple approaches we are piloting. This means there will not be a single solution for all claimants, so we envisage a staged rollout approach where we demonstrate how different approaches work, implement those and continue piloting other approaches.
	3. The Department has therefore made a commitment to present evaluation findings to Parliament in order to provide assurance that the process is effective. We also committed to publish our Evaluation Strategy by the end of 2019, although this will now be delayed to early March 2020, due to the election. This will also attract significant interest - in the Evaluation Strategy itself, but also on the signals this will send on our thinking for wider rollout which we have not previously shared widely. This will require Ministerial sign off and a No 10 grid slot, which will be challenging to achieve, so we will need to handle this in parallel with the other activities.
	4. We plan to publish the evaluation strategy. The aim is to clearly articulate our plans and to manage expectations on when information will be available. It was hoped that the evaluation strategy would be published in 2019, but this will be delayed by the election. (para.37 shows that publication of eval strategy was delayed to March 2020)
	5. We will need to publish a report on the pilot prior to going back to parliament to extend beyond 10,000 claimants. To produce a comprehensive robust assessment, we will need to have proceeded into phase 2 with at least one of our approaches, with larger numbers of claimants engaging in the pilot in a less controlled environment
	6. Any other releases of evaluation findings will be voluntary but there will be evidence from Phase 1 and MI analysis that we may wish to release in order to manage the communications around the pilot and to reassure people that we are delivering the pilot in a safe way.
	7. Annex 4 – A Phased Approach: the proposed methodology
		1. The proposed approach breaks the evaluation process into distinct phases – Pre-determined evaluation elements can flex with any variance in the roll out programme. Evaluation elements gradually develop the evidence base and assurance is built. Numbers indicative at this stage.
		2. Phase 1(a) – Harrogate; July - Dec 2019; Min requirement – 100 claimants; WKM approach – DWP F2F led, Partner led; Evaluation element – detailed narrative explaining inherent logic of the Agile process and evaluation design. Initial findings from DWP F2F led Test the Concept phase. V early feedback from partner led
		3. Phase 1(b) Harrogate; Jan – July 2020; Min requirement – 500 Claimants; WKM approach – DWP F2F led, Partner led & HMRC led; Evaluation element – focused qualitative research with claimants, staff and local partner organisations on DWP F2F led and Partner led develop the service phases. Initial findings from HMRC led test the concept phase
		4. \*Checkpoint on proceeding to phase 2
		5. \*we will report on findings and return to Parliament at an appropriate point in this phase; Phase 2(a) extended pilot sites; July 20 – July 21; Min requirements – 3000 Claimants ; Evaluation element – 1st Quantitative assessment – survey based and MI review Qualitative work with Claimants staff and external partners
		6. Phase 2(b) extended pilot sites; July 21 – Dec 21; Min Requirements – 5000 claimants; Evaluation element – 2nd quantitative assessment, representative claimant survey and MI analysis, further qualitative analysis with staff claimants and external partners
		7. Phase 3 National; Jan 22 – onwards; Min requirement – Moving towards national rollout; Evaluation element – detailed MI analysis, claimant sub group quantitative and qualitative research. Continuing research with staff and external partners. Implementation of continuous monitoring activity
4. 10/12/19 Minutes of November discussion UCPB paper[[51]](#footnote-51)
	1. We hope to be able to take the fully evaluated WC led approach to Parliament by next Autumn.
	2. The Chair commented that future papers on the Move to UC and other matters should take account of the important PMIU paper adopted by the Programme Board in October 2019.
5. 13/1/20 PQ[[52]](#footnote-52)
	1. The Department has already committed to updating Parliament and stakeholders on progress. We expect to provide our first update in the Spring. We will also set out an evaluation strategy, developed in consultation with stakeholders, before coming to Parliament in the Autumn with the findings and our proposals for the next phase of the delivery of Universal Credit.
6. 27/05/2022 - Answer to PQ[[53]](#footnote-53)
	1. We do not intend to publish the previous evaluation strategy referenced in the UC Programme Board papers in 2019.

**What was learned from the Harrogate Pilot?**

1. 12/11/19 Programme Board Dashboard[[54]](#footnote-54)
	1. A lot has already been learnt, with changes to the migration notice and award notice along with design refinements made in response
2. 12/11/19 Move to UC pilot evaluation UCPB paper[[55]](#footnote-55)
	1. The main learning so far is that the Work Coach conversations are critical and they need to progress at the claimant’s pace whilst still encouraging progress. Some claimants do require intensive support and encouragement to make their claims and a few are taking the full 3 months available to them, others move much more quickly. Claimants appear to rapidly understand the value of the migration notice in protecting their current benefit levels. Overall, claimant’s main concerns are the same as those making new claims, such as the payment gap/disruption to income, monthly payments and paying housing costs. There is a fairly common sense of fearing UC because of what they have heard and see in the media.
3. Completing the move to universal credit, strategy doc, 25/04/22[[56]](#footnote-56)
	1. Before it was paused, the pilot service had engaged with a number of claimants known to the Harrogate job centre and had explored:
		1. how claimants respond to a notice to migrate to UC;
		2. the processes and tools required by staff to calculate transitional protection; and
		3. an early observation that a small number of claimants may be willing and able to take the step to self serve and make a claim to UC but that most claimants will need support in order to achieve this
4. 25/04/22 Statement by Therese Coffey[[57]](#footnote-57)
	1. The pilot provided valuable insights.
	2. First, while claimants will likely look for support from organisations they already know, such as a local authority, we are no longer assuming that all engagement needs to be managed by that organisation.
	3. Second, claimants can and will move autonomously, but some may need more support, particularly on digital access. The pandemic reinforced the importance of claimants being able to manage their own claims online and the strength of this system.
	4. Third, claimants can successfully choose a date for their claim, factoring in other income and expenditure points during the month.
	5. Finally, the pilot allowed the department to understand the processes and tools required to complete a managed move, such as those needed to calculate transitional protection.
1. <https://www.gov.uk/government/news/managed-move-of-claimants-to-universal-credit-set-to-restart> [↑](#footnote-ref-1)
2. <https://www.gov.uk/government/publications/completing-the-move-to-universal-credit> [↑](#footnote-ref-2)
3. <https://committees.parliament.uk/publications/22289/documents/164915/default/> [↑](#footnote-ref-3)
4. <https://questions-statements.parliament.uk/written-statements/detail/2022-04-25/hcws780> [↑](#footnote-ref-4)
5. <https://www.gov.uk/government/publications/completing-the-move-to-universal-credit> [↑](#footnote-ref-5)
6. <https://www.gov.uk/government/speeches/universal-credit-personal-welfare> [↑](#footnote-ref-6)
7. <https://old.parliament.uk/documents/commons-committees/work-and-pensions/Correspondence/190114%20SoS%20to%20FF%20HA%20on%20UC.PDF> [↑](#footnote-ref-7)
8. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0348/38_I__BTL02_Managed_Migration.pdf> [↑](#footnote-ref-8)
9. <https://publications.parliament.uk/pa/cm201719/cmselect/cmworpen/1998/199803.htm> [↑](#footnote-ref-9)
10. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/7G-UCPB_16-04-19-Paper6-Move_to_Universal_Credit_Update.pdf> [↑](#footnote-ref-10)
11. <https://publications.parliament.uk/pa/cm201719/cmselect/cmworpen/Correspondence/190708-SoS-to-FF-Response-to-13-June-Letter.pdf> [↑](#footnote-ref-11)
12. <https://publications.parliament.uk/pa/ld201719/ldselect/ldsecleg/419/41902.htm> [↑](#footnote-ref-12)
13. <https://data.parliament.uk/DepositedPapers/Files/DEP2022-0377/2-UCPB12-11-19-Paper1-Final_PB_Mins-Oct2019_R.pdf> [↑](#footnote-ref-13)
14. <https://data.parliament.uk/DepositedPapers/Files/DEP2022-0377/23-UCPB_18-02-20-Paper_5a-_Move_to_UC_Update__R.pdf> [↑](#footnote-ref-14)
15. <https://www.gov.uk/government/publications/completing-the-move-to-universal-credit> [↑](#footnote-ref-15)
16. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/782301/ssac-minutes-jan-2019.pdf> [↑](#footnote-ref-16)
17. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/7G-UCPB_16-04-19-Paper6-Move_to_Universal_Credit_Update.pdf> [↑](#footnote-ref-17)
18. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/26F-UCPB_25-06-19-Paper_5_-_Move_to_UC_Plans.pdf> [↑](#footnote-ref-18)
19. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/30B-UCPB_16-07-19-Paper1-_Final_PB_Mins_25_June_2019.pdf> [↑](#footnote-ref-19)
20. <https://publications.parliament.uk/pa/ld201719/ldselect/ldsecleg/419/41904.htm> [↑](#footnote-ref-20)
21. <https://data.parliament.uk/DepositedPapers/Files/DEP2022-0377/6-UCPB12-11-19-Paper5-MovetoUC_UpdatePilotEvaluation_R.pdf> [↑](#footnote-ref-21)
22. <https://data.parliament.uk/DepositedPapers/Files/DEP2022-0377/23-UCPB_18-02-20-Paper_5a-_Move_to_UC_Update__R.pdf> [↑](#footnote-ref-22)
23. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/11B-UCPB_14-05-19-Paper1-Final_PB_Mins_16Apr19.pdf> [↑](#footnote-ref-23)
24. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/26F-UCPB_25-06-19-Paper_5_-_Move_to_UC_Plans.pdf> [↑](#footnote-ref-24)
25. <https://data.parliament.uk/DepositedPapers/Files/DEP2021-0836/30B-UCPB_16-07-19-Paper1-_Final_PB_Mins_25_June_2019.pdf> [↑](#footnote-ref-25)
26. <https://old.parliament.uk/documents/lords-committees/Secondary-Legislation-Scrutiny-Committee/Universal%20Credit%20extra%20info.pdf> [↑](#footnote-ref-26)
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