**Move to UC meeting 29/9/22**

**Update of Move to UC discovery activity**

* So far - Bolton and Medway (town - urban), Truro and Falmouth (small town and more rural), Harrow (London) and Northumberland (more rural again)
* Just short of 2,000 migration notices so far
* Couple of versions of migration notices
* Some different treatments of reminder - times, number, channel

**Update of process for those who do not claim**

* Automatic month extension has allowed DWP to watch what happens to people during initial three months when don’t claim and why they don’t - so hopefully learn what support is needed!
* How people look on paper isn’t always indicative of what needs they have
* Sending text messages in advance of when they make call to prepare claimant
* Using further extensions if needed
* Using ACSSLs where no engagement - can look at wider network

**Questions**

* Don’t have data to share yet even on Bolton and Medway as migration notices went out at different times - can’t say when it will be available at moment
* Switching between phone and digital and vice versa, what processes are in place - ‘looking across service to see how to make journey work’
* Is there an Equality Impact Assessment? Yes there is but not public yet - in iteration phase!
* No immediate plans to expand into other areas yet - if expand further, will probably increase in existing areas
* Consider still to be in discovery phase - not yet phase 2 - <https://www.rightsnet.org.uk/welfare-rights/news/item/dwp-confirms-its-strategy-for-monitoring-and-evaluating-the-move-to-universal-credit-process> (though they clearly didn’t recognise the document and had never seen it!)
* Are people who can’t be migrated yet (with a 19 year old dependent child on TC, someone under 18, under investigation for fraud, ESA claimants but never had WCA, those approaching state pension age, and those who won’t be entitled to UC) still the same - will take away to check but think they are