

Move to UC 15 December 2022

Update on discovery -

- Continue to send migration notices in all live areas
- Focusing on tax credit only claimants at moment as they will be biggest group
- Looking at developing migration notices specifically for tax credit claimants eg -
 - TC claimants not being sure it's for them as they are HMRC not DWP - strengthening notice to clarify that for people in work and out of work
 - Addressing still need to do even if renewed TC for a year
- Reminders also being looked at - consolidating different approaches - looking at ideal number and frequency to ensure people don't feel bombarded but do make claim, also channel and timing of reminders. Text messages have worked well with TC claimants
- Undertaking research on couples on TCs to find out what they understand about UC particularly need to make claim as a couple - both will get migration notice but need to claim as couple

Questions (answers in red) -

- How is indicative UC being dealt with when TC rules v different - **get everything they need from HMRC for indicative award except for capital, get that info from UC claim and assume it is accurate and will still be the same the next day**

Update on autumn statement

- What's happening to people who haven't yet migrated to ESA - will they be in 24/25 tranche - **will take away and confirm later**

Transitional protection

- Have developed high level one page TP guide - interested to share with few stakeholders for feedback
- Will claimants get info on TP calculation - **no prob will just say transitional element**
- When likely to expand out of current discovery areas - **Might run out of TC only claimants in very small areas soon so might spread out a bit further afield in same LAs eg Cornwall and Northumberland - maybe Feb/March expand further possibly**
- Concern raised about people migrating before April and losing TP in inflationary rise - how many notices going out before that - **can't answer but very small numbers**
- If DWP are assessing indicative awards first with info from HMRC can you not pick out those who may be eligible for TP and hold their migration notices off, or point them to advice so could look at holding at making claim till after 6 April - **will take away for consideration**