



Department  
for Work &  
Pensions

# Universal Credit Managed Migration Progress Update

Church House, London

6 March 2019

**UC** *Universal  
Credit*

Opening up work\_

# We discussed

Barriers experienced by people who are "Hard to Reach"

The needs of vulnerable people and those with complex circumstances

The risks of people not receiving information or understanding what is asked of them/choosing to ignore.

Issues around the ability to act on behalf of claimants.

Issues claimants have getting access to the correct/appropriate channels.

3rd parties have knowledge of the needs of people they are supporting.

Risks of termination of benefits, debts and arrears experienced by claimants.

Critical evidence and easements from legacy benefits that may be lost.

Landlord time and resources spent supporting UC claimants and their claims.

"Who knows me?" approach

# We will explore

How to avoid them being left behind, or being hidden from support from UCFS and third parties, so at risk of not migrating.

Additional needs that put them at risk during migration, and may affect establishing correct entitlements and easements from the start of their UC claim.

How people are communicated with, with what information, and who communicates

How consent to act can be made easier while preserving security and privacy for claimants, and what additional information can be provided to support that.

How to ensure claimants get access to the channel of the service that meets their needs and are made aware of their options and rights to alternative channels.

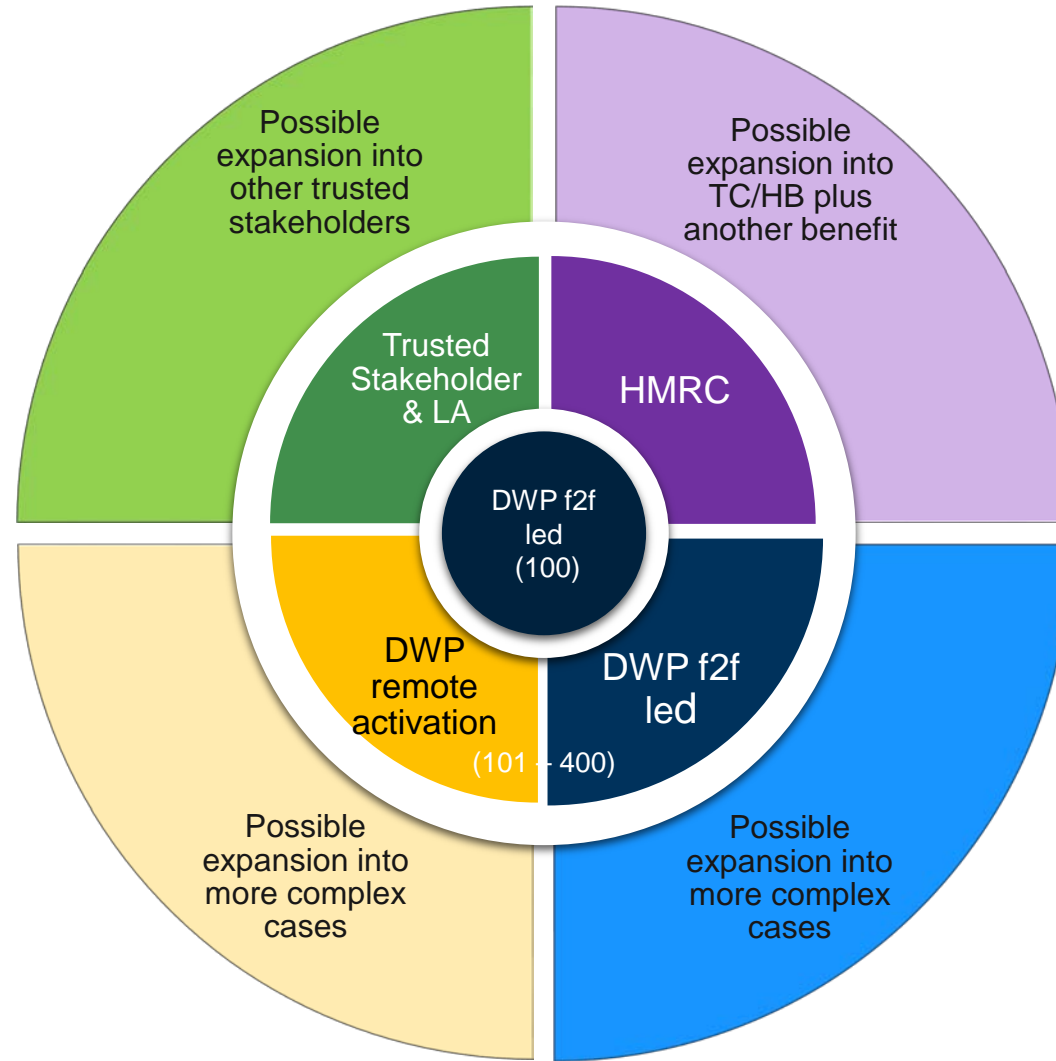
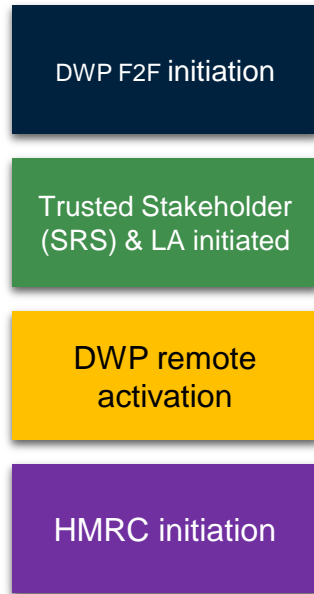
How DWP can work with 3rd parties to support claimants using that information.

Potential for gaps that migrating claimants experience so that we can understand and minimise them.

How we will avoid losing those, even briefly, and what support is required to get them applied to their claim.

How to improve processes such as APAs, rent verifications, and the opportunities landlords have to deliver support for migration directly to their tenants.

# Who knows me



All numbers illustrative and to be continuously reviewed during pilot

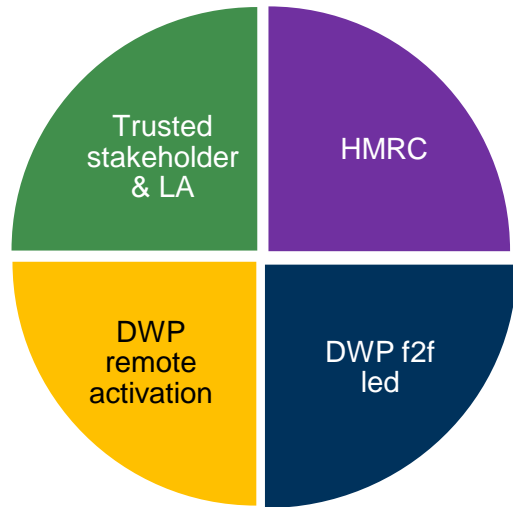
Hypothesis that if an organisation *knows the claimant*, they are best placed to assess their readiness to move and to help them through the move

*\*knows the claimant* defined as having had recent contact through f2f and/or telephony channels and an organisational/financial interest in supporting claimants through migration

We estimate at least 50% of claimants have this type of relationship with Jobcentres, HMRC, their LA or SRS landlord .

## Early stages of the pilot

DWP f2f  
led  
(100)



We will start by using the existing relationships in the jobcentre to ensure the core elements are tested:

- calculate, explain, pay and erode TP
- engagement and effective mobilisation to successfully claim UC at right time
- support mechanisms – particularly identifying and supporting complex and vulnerable claimants through their journey

But would like to work with partners as soon as we have sufficient confidence in these elements to test ‘who knows me’ beyond DWP