



Department
for Work &
Pensions

www.gov.uk/dwp

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27 August 2019

Dear colleague,

Summer update – the Move to UC pilot

I wrote to you a month ago to give you an update on the laying of the regulations that allow us to proceed with our “Move to UC” Pilot, and which have also allowed us to proceed with making important transitional payments to many recipients of the Severe Disability Premium (SDP). I will write to you again in a week or so setting out progress on the SDP payments which has, so far, been excellent.

For now, though, I wanted to update you on the design of the processes so far around Move to UC. As you will be aware, we started the pilot in Harrogate on 24th July. It is very early days, but I thought it would be worth sharing some information about the initial design and anything we have learned so far.

Guiding principles

The experience of someone moving from legacy benefits onto Universal Credit is based on the guiding principles that we agreed with you all stakeholders in workshops over the last ten months:

- We will support claimants through the journey by working with existing relationships
- We will not stop claimants’ benefits to force a move to UC during the pilot
- We will lower barriers to the service for in order to make the experience as accessible as possible

As you know, at heart is the principle that, by knowing the claimant, we are able to understand and meet their needs so that they can move without anxiety or hardship. We are starting the pilot by working with those already known well to Harrogate Jobcentre. If this approach is successful, we will then start working with partners in the local area that may know other customers better than us, or that customers trust more than DWP. Again, as you know, we have called this idea “Who Knows Me”.

The customer experience

In Harrogate, we are starting the journey with customers by mentioning Universal Credit as part of a normal face to face appointment, before seeking their permission to have a further conversation about UC at a future meeting. We are then arranging a more detailed conversation where we talk about Universal Credit, including going through what concerns the claimant might have. We have devised a fairly simple leaflet which has a blank section for them to gather any questions they may have to discuss in a follow up conversation: this also provides the direct number of Harrogate jobcentre with an invitation for the customer to call their work coach if they have any questions. We are ensuring that claimants do not worry between appointments, and have very clear contact lines for any concerns.

At their next appointment, if the customer agrees and they are ready, we give them their migration notice. The notice includes a call to action to make their claim by a specific date. The notice makes clear that they can extend this date should they wish to. I have attached a copy of the current notice for your information: we have already changed this in response to feedback and will continue to gather insight into how well this works.

The work coach then offers help to the customer in deciding when to make their claim and support to make it in the Jobcentre if they prefer. After the claim is made, the customer will continue to receive the support of the same work coach for at least the first two assessment periods to ensure that they have transitioned safely. During this period they also will be offered the usual alternative payment arrangements should they wish it, alongside a hardship payment (to mimic the upcoming run-ons) to provide financial help before their first UC payment. This is in addition to the usual advance offering.

The above design is simply a starting point from which we can learn. We are adapting the steps of the journey based on wishes of the individuals - we are being led by the customer throughout.

Next steps

We are still at very early stages and have only started engagement with a small number of customers. Once we have built up some initial learning, we will start sharing that with you all – I would envisage that this would be towards the end of October/early November. We will also by then be able to give you further information on our evaluation strategy, which we have agreed to publish by the end of the year.



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If you call or write to us,
please use this reference:
UCDMNV2

www.gov.uk/universal-credit

Telephone: 0800 169 0328
(between 9am and 5pm,
Monday to Friday)

24 July 2019

Moving to Universal Credit

You can move on or before **24 October 2019**, or ask for more time

Dear Firstname

In the jobcentre today we talked about moving to Universal Credit. You agreed to make a claim to Universal Credit to replace your current benefits.

Ask your work coach if you have any questions about when or how to claim.

To protect your current level of benefit entitlement, you should **make your claim to Universal Credit on or before 24 October 2019**.

If you need more time, you can ask your work coach for an extension.

Why claim Universal Credit

The following benefits and Tax Credits are ending soon:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support

If you need help

If you need help making a Universal Credit claim:

- speak to your usual work coach
- call us on 0800 169 0328 (between 9am and 5pm, Monday to Friday)

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- Housing Benefit
 - Working Tax Credit
 - Child Tax Credit

You receive one or more of these benefits or Tax Credits. You can now claim Universal Credit instead.

Making a Universal Credit claim

Your Universal Credit payments will be calculated as starting from the day you make your claim.

Your current benefits or Tax Credits will be paid until the day before you made your Universal Credit claim.

Go to www.gov.uk/how-to-claim-universal-credit and follow the instructions to make a Universal Credit claim.

If you live with a partner

Your partner will also get this letter. You will both need to make a joint claim for Universal Credit.

If your circumstances change

Any changes to your circumstances before you claim Universal Credit could affect the amount of money you'll get paid.

To make sure you get paid the right amount of Universal Credit, you must tell your work coach if any of your circumstances have changed. You must also tell them about any changes that happen between now and the day you make your claim.

Yours sincerely,

Universal Credit

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

How DWP collects and uses information

We will treat your personal information carefully. We may use it for any of our purposes. To learn about your information rights and how we use information, please see our Personal Information Charter at [GOV.UK](https://www.gov.uk).

Call charges

Calls to 0800 numbers are free from landlines and mobiles.