From the Chair

14 March 2019

Neil Couling CBE
Director General, Universal Credit Programme
Department for Work and Pensions

Neil

Universal Credit: managed migration pilot

Thank you for giving evidence to the Committee on Monday.

You told the Committee on Monday that you were still in the process of designing the managed migration pilot and are engaging with stakeholders. Please could you let us know:

1. What preparation for the pilot the Department has undertaken to date;

2. Further details of the ‘Who Knows Me’ concept;

3. The names of stakeholder organisations that (a) officials and (b) Ministers have met or directly consulted about the pilot in the last six months;

4. When you will be able to share with the Committee the detailed designs for the pilot?

During the evidence session, you stated that the caseload per Work Coach is currently 120, which will increase to 250 by 2023, which would be offset by further administrative efficiencies in their workload.

5. Might we please know more about how the further administrative efficiencies are being computed?

6. Has the Department undertaken any assessment of how the composition and time demand of Work Coach caseloads may change as a result of managed migration to Universal Credit?
7. What is the current caseload per Work Coach in Harrogate, and what do you estimate it will be by the end of the pilot?

I would be grateful if you could respond to this letter by no later than 5pm on 21 March 2019.

With best wishes and I look forward to hearing from you,

Rt Hon Frank Field MP
Chair