

BENEATH THE TRENDS

A detailed look at the issues facing claimants going through managed migration

August 2023

Introduction

The Department for Work and Pensions (DWP) is in the process of moving legacy benefit claimants onto universal credit (UC) through managed migration. This began in mid-2022 when small numbers of claimants were informed that they had three months to claim UC and that their legacy benefits were ending. In April 2023 the DWP began to roll out managed migration at scale focusing on tax credit-only claimants. By the end of the year, it plans to have sent 500,000 families a ‘migration notice’.¹

Alongside the administrative challenge this poses to the DWP, UC requires claimants to make significant adjustments to how they manage their day-to-day finances. UC payments are less frequent, UC is primarily claimed and managed online, and claimants have their income assessed each month. Households who are financially worse off claiming UC may be entitled to ‘transitional protection’ to preserve their income at its pre-UC level. Some households will still be worse off in practice if higher debt deductions are made from their UC award.

Child Poverty Action Group (CPAG) is undertaking research to identify the key issues affecting claimants going through managed migration, with the objective of helping to improve the process. Throughout 2023 and in the first quarter of 2024 we will be gathering case studies, and speaking to both welfare rights advisers and claimants to understand how managed migration is affecting households, what is going well and how it can be improved. We are sharing our evidence with the DWP on an ongoing basis. This report is the second in a series of public briefings summarising what we have found to date (our first report is available [here](#)).

¹ DWP, [Completing the Move to Universal Credit: learning from initial Tax Credit migrations](#), 15 August 2023

Earlier this month the DWP published a report² and statistics³ on its progress since scaling managed migration to single people (including single parents) who are only claiming tax credits. The report concluded that ‘the majority of the tax credit population thus far have been able to successfully make the transition to UC with minimal support’. However, the accompanying statistics reveal that only two-thirds of people sent a migration notice between November 2022 and March 2023 made a successful UC claim before their migration deadline. A further 5 per cent made a claim after their deadline had passed. And **28 per cent did not claim UC at all and had their legacy benefit payments terminated**. We are concerned that a sizeable minority of claimants are falling through the gaps.

Our research sheds some light on why this might be, and makes recommendations on what the DWP can do to ensure that everyone who is sent a migration notice understands the implications of the letter and can make and manage a UC claim. This report covers the following topics:

- Face-to-face ID appointments
- Insufficient communication with claimants
- The importance of deadline extensions
- Lack of information for self-employed claimants
- Difficulty getting help from a third party
- Improving telephone claims

Face-to-face ID appointments

When someone initiates a claim for UC they are required to verify their identity before a payment is made. This is a DWP policy to ensure payment is made to the correct person and to mitigate fraudulent claims.

Most people make a UC claim online and, after completing the online form, they are told how they can verify their identity. Most of the time this can be done online or over the phone, but many claimants are required to verify their identity at an in-person appointment at the job centre. Claimants generally have one month to make progress towards verifying their identity before their UC application is rejected.

Data shows that more than one in twenty claims for UC fail because the claimant does not arrange or does not attend an identity appointment.⁴ There are accessibility barriers for some claimants, for example, for some disabled people and for in-work parents who have to take time off work or find childcare to attend an appointment. The case below, where a claimant had to move to UC through ‘natural migration’⁵ and failed to attend the ID appointment, offers lessons for the managed migration process.

Mr F is a 20-year-old claimant in receipt of employment and support allowance (ESA) and personal independence payment (PIP), and he is unable to leave the house without suffering from severe panic attacks. He is required to claim UC due to a change of circumstances. He fails to attend an ID appointment because of his condition. The claimant’s mother explains why to the DWP but she is told that only a

² See note 1

³ DWP, [Move to Universal Credit statistics, July 2022 to May 2023](#), 15 August 2023

⁴ 6 per cent of claims in the year ending August 2022 were refused at the application stage for ‘not being process compliant’. These statistics are made up of those who failed to book and those who failed to attend an initial evidence interview. Source: FOI2022/100022

⁵ If a legacy benefit claimant experiences a change of circumstances that would affect the status of their benefit claim, they would have to move to UC to continue receive benefits. This is referred to as ‘natural migration’.

'detailed letter' from the claimant's doctor would be enough to exempt him from an ID appointment. They are unable to supply this and Mr F's UC claim is disallowed.

Even though people who are sent a migration notice have already verified their ID to the DWP's or HMRC's satisfaction in order to claim legacy benefits, they are required to verify their ID again when they claim UC.

We are concerned that the requirement to attend an in-person appointment to verify one's ID will prevent some people from making a successful claim for UC. The vast majority of people who have been sent a migration notice in 2023 are tax credit claimants and are not used to attending appointments at the job centre. The claimants we spoke to going through managed migration reported being confused that they needed to verify their ID again (having done so already to claim legacy benefits), and some lost earnings because they had to miss work to attend their job centre appointment. The DWP's own research identified the same issue regarding claimants who could not verify their ID online:

*'[Claimants who could not verify ID online] were more likely to be frustrated with the process... mainly because the majority were in employment and it wasn't always possible to make the appointments that they were assigned.'*⁶

Legacy benefit claimants are already known to the government and receiving benefit payments that they are entitled to based on information the government already holds. Requiring that people attend an ID appointment in order to continue to receive benefits creates an extra hurdle.

Recommendations

- The DWP should remove the requirement that those who are unable to verify their ID online or by phone attend a face-to-face ID appointment to complete a UC claim through managed migration. This would relieve administrative pressures at job centres and help claimants. It could also prevent delays to transitional element calculations since the guidance⁷ indicates that these calculations only start after ID verification has taken place.
- In the absence of a blanket removal of the ID appointment, the DWP could put in place a series of mitigations to remove accessibility barriers posed by the requirement to attend an ID appointment. This would help to prevent claimants from having to miss work when they claim UC through managed migration:
 - Expand the time frame in which an ID appointment needs to be completed to six months after making a UC claim rather than as a prerequisite to be awarded UC (legacy benefit payments would have continued much longer than six months in the absence of any ID appointment).
 - Make it easier for people to verify their ID in person. For example:
 - Offer drop-in appointments and appointments at the weekend.
 - Expand where an ID check can take place (such as by authorised persons at Citizen's Advice or a local authority) as the job centre can have negative connotations for people who are in-work.
 - Use the DWP's visiting service to verify the ID of claimants who are likely to have a health condition and have not booked, or attended, an ID appointment.

⁶ See note 1

⁷ Service Centre Team Leader Guidance released on 7 March via a Freedom of Information request

Insufficient communication with claimants

During the early stages of managed migration, the DWP used a range of ways to communicate with affected claimants to make them aware of the managed migration process and what they needed to do to continue receiving benefits. Claimants first received a migration notice by post. If a claimant's letter was undeliverable, they were excluded from managed migration until the correct address could be established. This approach ensured that claimants were only required to make a claim three months after actually receiving a notification by post.

The DWP also sent multiple reminders to claimants to ensure they fully understood the implications of not claiming UC by the deadline. This was done through letters, text messages and up to three phone calls.⁸ Our work with claimants shows how important repeat communication, and the use of different approaches, is to ensure claimants in vulnerable circumstances understand and respond to their managed migration notice.

Mr L has autism and was claiming ESA and PIP when he was sent a migration notice in 2022. The claimant ignored the notice. Fortunately, a family member found a reminder letter and supported the claimant to seek advice. If this claimant had not had family support, telephone or face-to-face contact would have been crucial to prevent him from falling through the cracks.

Ms B is a single ESA and PIP claimant with two young children. She struggles to engage with the benefit system because of mental health problems. This has disrupted her legacy benefits on several occasions. Advice services have needed to give 'hands-on support' and describe finding piles of letters at the claimant's address on home visits. As she receives tax credits and ESA, she is due to receive a migration notice by the end of 2024/25. Telephone contact, home visits or proactive disclosure will be crucial to support her through managed migration.

Contacting claimants multiple times and in multiple ways to remind them about their selection for managed migration is an example of best practice in the delivery of managed migration. The DWP no longer calls all tax credit claimants who are approaching their deadline as the initial response rate was low.⁹ But given that the latest data shows that 28 per cent of single tax credit-only claimants have not moved to UC, we urge the DWP to do more to contact claimants who will lose out financially to ensure that they understand the implications of not responding to their migration notice.

Recommendations

Some legacy benefit claimants will struggle to read, understand and respond to their migration notice. Therefore the DWP should take a varied approach to contacting and reminding claimants about managed migration.

- The DWP should send additional reminders and make phone calls to anyone who has not made a claim for UC two weeks before their deadline and who stands to lose more than £50 a month if their legacy benefits are terminated. Not responding to a migration notice when there is a strong financial incentive to do so could itself be deemed a sign of vulnerability.
- The DWP should offer an automatic deadline extension and pass the case to the visiting service if the claimant is receiving a disability benefit, or is otherwise known to be in vulnerable circumstances, and does not claim UC by the deadline date.

⁸ DWP, [Completing the move to Universal Credit: Learning from the Discovery Phase](#), 10 January 2023

⁹ See note 1

The importance of deadline extensions

When a claimant is sent their migration notice they have three months to claim UC before their legacy benefits are terminated. It is inevitable that some claimants will need an extension of this deadline, for example if their life is in flux, if they haven't grasped the implications of the migration notice and/or if they need more time to access support.

We are particularly concerned about the ability of claimants with English as an additional language (EAL) to understand and respond to their migration notice, which is only provided in English.¹⁰ From our interviews with EAL claimants, it was clear that not all of them understood the significance of the deadline and that action was needed for their benefit payments to continue. This was also raised by an adviser we interviewed as part of our research.

Adviser P, who leads a Citizens Advice benefits team in one of the May 2023 roll-out areas, reports that many of the claimants supported by her team do not speak or read English fluently. She is concerned that they will not be able to understand their migration notices or act on them.

We welcome the fact that the migration notice invites claimants to call the UC helpline if they 'need more time'. However, we are concerned that this is not a sufficient safeguard to stop people falling through the cracks. Claimants often assume that the benefit system is inflexible and, if a date is presented as a deadline, few claimants will have the confidence and knowledge to ask for an extension. We encourage the DWP to be explicit about the possibility of extensions where there is a good reason, particularly in reminder letters.

DWP 'decision makers' have the power to use their discretion to extend a claimant's deadline date. The guidance states that deadlines can be extended by a month if the claimant gives a good reason, and several examples of a good reason are included in the guidance. Unfortunately, we have seen evidence of the DWP refusing to consider an extension where it might be appropriate, or denying that an extension is possible.

Mr H has learning difficulties, a speech impediment, cerebral palsy and mental health problems. He was initially told by the DWP that there was no option for an extension to his deadline date. He later found out that an extension was possible – but only the day before his deadline date.

We urge the DWP to provide more expansive examples in guidance for decision makers of what counts as a 'good reason' for a claimant to request an extension to their deadline. Claimants are selected for managed migration at random. No assessment about the claimants' readiness. As such, a cross-section of claimants will receive a managed migration notice and some of these claimants will have complex needs. The DWP should make it easy for claimants who would like more time to prepare for the move to UC to get at least one extension to their migration deadline.

Between November 2022 and March 2023, 7 per cent of the single tax credit-only claimants who were sent a migration notice and proceeded to claim UC did so after their deadline had passed.¹¹ Greater awareness and access to deadline extensions could prevent these families from experiencing a break in their benefit payments due to the managed migration progress. Once a deadline is missed, the DWP says that it cannot retrospectively extend it. This means that everything rests on what does or does not happen prior to the final deadline, making it

¹⁰ An English and Welsh language version of the migration notice will be sent to claimants in Wales.

¹¹ See note 3

crucial that people who have a good reason for needing an extension know how they can request one and that decision makers have sufficient guidance to grant it.

Recommendations

- The DWP should closely monitor and report on claim rates with a view to understanding the barriers that EAL claimants face. Job centres in areas where EAL is common should work with local service providers to develop resources to help claimants understand their migration notice and how to respond.
- The DWP should explicitly mention extensions and how they can be requested in reminder letters. For example, letters could include text like:

If you will have difficulty meeting this deadline and there is a good reason, you may be able to get an extension. We recommend calling the helpline as soon as possible.
- The DWP should provide more extensive guidance to decision makers on good reasons to grant an extension to include claimants who:
 - require third party support to understand the migration notice, migration process or to make a UC claim, which they are unable to get in order to make a successful UC claim within the deadline;
 - failed to open a migration notice as soon as it was received for reasons like absence from home, experiencing homelessness, stress or mental health problems;
 - failed to understand the contents of a migration notice and how to respond to it correctly for reasons like stress or a language barrier;
 - experience a major life event such as a bereavement, having a new child, a relationship breakdown, starting a new job, moving home or facing the threat of eviction/becoming homeless;
 - are in a couple and their partner has failed to claim;
 - are suspected to be in an abusive domestic situation which has affected the claimant's ability to receive or act on a migration notice; or
 - are awaiting a decision on a 'qualifying benefit' claim / mandatory reconsideration request / appeal, and if the benefit is awarded it will entitle them to a premium or extra element in their legacy benefits and increase their legacy entitlement for transitional protection purposes.

Lack of information for self-employed claimants

A significant number of tax credit claimants due to be selected for managed migration will be self-employed and will have to learn about UC's rules for self-employed claimants, which are particularly complex compared to tax credits. These include the rules about provision of income information, calculation of the UC award, calculation of transitional protection and work-related requirements. Self-employed tax credit claimants will need specific information to understand how their benefit payments will be different under UC, and how they may vary from month to month, so they can budget accordingly.

There is limited information on gov.uk to help self-employed claimants grasp the UC rules that apply to them, and the information that does exist is spread across several gov.uk pages.¹² At the moment, self-employed tax credit claimants learn about how the 'minimum income floor' and 'start-up period' affect their UC award at the 'gateway interview' after they have made a claim for UC. But self-employed claimants need this information earlier so they

¹² The main page appears to be [gov.uk/self-employment-and-universal-credit](https://www.gov.uk/self-employment-and-universal-credit) which summarises some of the main rules but does not explain how to work out important figures (eg, the minimum income floor amount), does not touch on work-related requirements or managed-migration-specific topics like transitional protection.

can understand and plan for how their income will change under UC, and decide when is the best time to claim within the three-month notice period.

The managed migration helpline, highlighted in the migration notice, is one source of information. However, we are concerned that the helpline does not provide sufficient information for self-employed claimants to understand the implications of moving to UC.

Ms P is a self-employed single parent claiming tax credits. She received a migration notice in spring 2023. Unclear about how her income would be affected on moving to UC, she called the managed migration helpline. She was given very limited information but decided to claim UC long before the deadline. As a self-employed claimant she was required to attend a 'gateway interview' to complete her UC claim. At this point she was provided with piecemeal information about transitional protection and its erosion, the minimum income floor and the 12-month start-up period. She sought further information through the UC journal which she found unhelpful. By her first payment date she was very stressed and had an incorrect understanding about how the rules applied to her. She reported that she felt 'tricked' into claiming UC when she did.

While we appreciate that the DWP wants to simplify the information provided in migration notices to avoid overwhelming claimants, the UC rules for self-employed claimants are significantly different from those in the tax credit system. It is important that claimants are equipped with the relevant information when they are sent their migration notice so that they can make an informed choice about when to claim.

Recommendations

- To ensure that self-employed claimants understand their entitlements and requirements under UC before they migrate, the DWP should develop a resource with information about how UC for self-employed claimants contrasts to tax credits. This could be provided in the form of a booklet and sent to self-employed tax credit claimants alongside their migration notice. A paper-based resource would be more effective as the DWP's research¹³ indicated that claimants refer to their migration notice 'at numerous times during the process of making their claim' but do not reliably refer to the URL included in the letter when seeking more information online. Providing this information upfront and in written form will allow claimants to absorb it in their own time and reduce demand on the managed migration helpline.
- The DWP should adapt the managed migration helpline script so that telephony agents ask if the caller is self-employed and, if they are, direct them to a resource of relevant information (described above) and/or verbally explain transitional protection, the minimum income floor, the 12-month start-up period and conditionality for self-employed people.

Difficulty getting help from a third party

UC claimants can give a third party the authority to communicate with the DWP about their claim or award on their behalf by giving *explicit consent*. This is an important tool for many claimants to manage their UC claim. It is used by claimants who need informal help from friends and family with general benefit admin (for example, because of a health problem, digital access issues or language barrier), but do not need an appointee to take on all responsibilities connected with their benefits. It also allows independent benefits advisers to support claimants to address a more complex issue (like disputing a UC amount). Managed migration can give rise to many complex

¹³ See note 1

issues (for example regarding transitional protection) meaning that explicit consent can be particularly crucial in managed migration cases. Once explicit consent is granted, the third party can request information about the claim and award on the claimant's behalf.

The explicit consent guidance is restrictive in contrast to the 'implicit consent'/'alternative enquiry' guidance that applied for DWP legacy benefits (a comparison is provided in the table below). While both sets of guidance implement the same data protection legal duties, the implicit consent guidance is more claimant-friendly.

Third party consent guidance

'Implicit consent' for DWP legacy benefits	'Explicit consent' for universal credit
A third party can call the relevant benefit helpline and answer security-type questions about the claimant and award.	A third party must usually have the claimant with them when calling the UC helpline, or the claimant must have provided a detailed statement of consent in advance.

The system of applying for and managing tax credits is a much lighter-touch process with many claimants only having to engage with the system annually. UC by comparison requires engagement from claimants every month. Some people who were able to manage their tax credit claim independently will need to give other parties explicit consent to manage their UC award. It is therefore important that explicit consent rules are claimant-friendly so that everyone can make the transition to UC safely and manage their award on an ongoing basis.

The Social Security Advisory Committee (SSAC) raised concerns about the suitability of explicit consent rules for managed migration in 2018. SSAC recommended that:

*'the concept of 'implicit consent' which applies in legacy benefits should be extended to Universal Credit, but with appropriate safeguards in place to ensure that personal data held by the Department are not compromised.'*¹⁴

Despite this recommendation from five years ago, we find that the explicit consent rules continue to cause claimants difficulty. DWP agents commonly misstate the guidance about the timing of an advance statement of explicit consent, and about what such a statement must include. As a result, claimants and third parties who follow the guidance are told that they have not, as demonstrated in the managed migration case below.

Mr M was an ESA and PIP claimant and was sent a migration notice at the end of 2022. He has learning difficulties. He made a successful UC claim with significant support from a family member and a local advice agency. When he received his first UC statement, it wrongly included no transitional element. The claimant's adviser called UC in the claimant's presence to query the amount. The claimant gave explicit consent during the call for the adviser and the family member to each speak to DWP about this issue by phone again as needed until it was resolved. However, when the family member called UC to request a progress update, the telephony agent wrongly refused to speak to her. The advice worker then tried to call but was told that the explicit consent the claimant had given 'was only for the duration of the original phone call' and the agent could not talk to her. The adviser, knowing this was incorrect, called again, but a

¹⁴ Page 27 of: The Draft Universal Credit (Managed Migration) Regulations 2018 (SI 2018/****) [Report](#) by the Social Security Advisory Committee under Sections 172(1) and Section 174(1) of the Social Security Administration Act 1992 and statement by the Secretary of State for Work and Pensions in accordance with Section 174(2) of that Act, November 2018

third call handler appeared to have read the note from the previous call and cut the adviser off. On the fourth call, an agent agreed to talk to the adviser and share critical information about the dispute.

Charities including Money and Mental Health¹⁵ and Mind¹⁶ have highlighted the importance of improved explicit consent guidance for organisations and family members supporting claimants in vulnerable circumstances through managed migration.

We understand that the DWP is working to improve the explicit consent model.¹⁷ In February 2023, the department introduced a change to provide work coaches with a designated place on the UC system to record a claimant's explicit consent, making it easier for other agents to check if explicit consent has already been granted. Beyond this the DWP is collecting data on the use of explicit consent to inform future improvements such as changes to how claimants can give consent through their online account. While these changes to the system are welcome, further changes are needed to make the system work for claimants and advisers.

Recommendations

- The DWP should align the 'explicit consent' guidance for UC with the 'implicit consent'/'alternative enquiry' guidance that applies to other DWP benefits.
- Failing this, the DWP should review and simplify the 'explicit consent' guidance. This would support DWP agents to understand and apply it correctly. For example, the guidance¹⁸ on the duration of explicit consent states that consent 'usually lasts until either the specific request is completed or the end of the assessment period, after the one in which the consent was given.' Through feedback from the advice sector, we understand that this guidance is widely misapplied by DWP agents. The clarity of this guidance would be improved by removing this time limit entirely, as per implicit consent for legacy DWP benefits, or by replacing it with a single time limit, as per HMRC consent which lasts for a year.

Improving telephone claims

The non-digital claim option is important for ensuring UC is accessible to everyone who needs it, and CPAG was pleased to learn that many of the first claimants to receive their migration notice¹⁹ were supported to make a telephone claim for UC (14 per cent made a telephone claim).²⁰ Given the importance of the non-digital claim option for the successful scaling of managed migration, we suggest that small changes are made to the text notifications sent to telephone claimants to improve how they work for these claimants.

When the DWP needs information or to update a telephone claimant about a change, it sends them non-specific 'call us' texts. These texts appear to:

- use the same wording every time, regardless of the reason for contact;
- give no detail about why the claimant is being asked to call the DWP; and

¹⁵ Money and Mental Health, *Set Up To Fail: Making it easier to get help with Universal Credit*, 2021

¹⁶ Mind, *Briefing from Mind: the Universal Credit application and managed migration*, October 2022

¹⁷ See note 8

¹⁸ DWP, *Universal Credit consent and disclosure of information*, 5 March 2018

¹⁹ The DWP issued 499 Migration Notices in May 2022 to claimants in Bolton and Medway, this group is sometimes referred to as the earliest testable service (ETS) cohort. Claimants in the ETS cohort included DWP legacy benefit claimants and tax credit claimants.

²⁰ See note 8

- warn the claimant that their UC payment could be affected if they do not call the DWP.

These messages cause worry and stress for claimants. For claimants who rely on third party support to manage their claim, the lack of detail makes it impossible for them to know if they should seek support to make the call.

A security guard working 72 hours a week needed to claim UC in 2022 after a stroke left him unfit for work. He is mentally competent but physically disabled and has slurred speech. He made a telephone claim with support from an advice worker. Shortly afterwards he received a text message saying that he must call UC or risk losing his benefit. He panicked and needed to arrange support to make the call. It transpired that the DWP wanted to tell him that he had passed the habitual residence test. This information could have been conveyed by letter and there was no need to imply that he was at risk of losing his benefits.

A claimant receiving ESA, PIP and housing benefit who has mental health problems received a migration notice in 2022. He made a telephone claim with support from a Citizens Advice worker. Several times since he has received non-specific 'call us' text messages, but each time on calling up he has only been told about a relatively minor change or update. He reports that there is no differentiation in the text message, which talks about his payment stopping if he does not call UC. Every time he gets the message it causes anxiety.

The DWP had informed us that 81 per cent of those who requested a telephone claim among the first claimants to receive their migration notice were ESA claimants.²¹ While most ESA claimants are excluded from managed migration until 2028, those who also claim tax credits are not, and claimants who get tax credits and PIP are already being migrated to UC. Managed migration is therefore likely to increase the demand for non-digital claims and, as such, the DWP should review how the non-digital claim service can be improved for claimants and what investment is needed so that the additional demand can be met.

Recommendations

- The DWP should conduct a review of claimant satisfaction with the non-digital claim service and the capacity of the non-digital service to respond to an increase in demand.
- While we appreciate it is inappropriate to include disclosive information about someone's UC claim or award in a text message, a wider range of standardised texts would help claimants understand how they should respond and reduce anxiety. For example:
 - When a decision has been made regarding UC but no action is required by the claimant, texts should inform the claimant that: (1) there has been a new decision and (2) they can find out more by calling the phone number. In these cases, the texts should not mention that inaction could lead to benefit payments being stopped.
 - When a claimant needs to provide information for their UC payments to continue, texts should inform them that: (1) information is required regarding their award, (2) they can find out what they need to do by calling the phone number and (3) not responding to this request by [date] could mean your UC payments will stop.

²¹ See note 8

Conclusion

Since the DWP began focusing managed migration on tax credit claimants, 72 per cent of people sent a migration notice went on to claim UC but 28 per cent have not. In some cases, the claimant will have made an informed choice that they did not want to move to UC. But for many claimants the financial consequences of not moving to UC will be significant and the DWP has not published data on the income lost by those who did not to move to UC. Even those with small tax credit awards will miss out on forthcoming cost of living payments worth £600, and may miss out on other kinds of support accessed through UC (such as money towards childcare costs).

It's crucial that the DWP improves the managed migration process to eliminate cases where people do not move because they have not fully grasped the financial implications or have found the process inaccessible. In its latest report, the DWP asserted that *'we are committed to doing everything we can to ensure that eligible claimants in scope for migration to Universal Credit make a successful claim and that if individuals choose not to do so, they are doing so fully informed.'* It is essential that the DWP turns these words into action. If it does not, but proceeds with its plans to send 500,000 migration notices by April 2024, 140,000 households could miss out on benefits they are entitled to, as well as cost of living payments worth £300 in the spring which they would have received had they not been selected for managed migration.

Do you have evidence to share?

If you are a benefit claimant, welfare rights adviser or third sector stakeholder affected by managed migration, please get in touch. We want to hear about your experience (good and bad) of managed migration to help us understand what's going well and issues the DWP needs to address. More information is available at cpag.org.uk/managed-migration-project.

About Child Poverty Action Group

Child Poverty Action Group works on behalf of the more than one in four children in the UK growing up in poverty. It doesn't have to be like this. Our vision is of a society free of child poverty, where all children can enjoy a childhood free of financial hardship and have a fair chance in life to reach their full potential. We use our understanding of what causes poverty and the impact it has on children's lives to campaign for policies that will prevent and end poverty – for good. We provide training, advice and information to make sure hard-up families get the financial support they need.

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