From the Chair

10 October 2018

Sir Amyas Morse  
Comptroller and Auditor General  
National Audit Office

Dear Amyas,

**Managed migration to Universal Credit**

The Work and Pensions Committee has today agreed to seek evidence about the Government’s preparations for the managed migration of claimants of legacy benefits onto Universal Credit. You will no doubt be aware of widespread concerns about the approach the Government is taking.

The NAO’s excellent report on Universal Credit recommended that the Department should:

> “Ensure that operational performance and costs improve sustainably before increasing caseloads through managed migration. It should formally assess the readiness of automation and digital systems to support increased caseloads before migration begins, and ensure the programme does not expand before business-as-usual operations can cope with higher claimant volumes.”

With managed migration moving ever closer, might you please let us know:

1. What tests the National Audit Office would consider to be necessary and appropriate for assessing the Department’s readiness for managed migration;

2. What data is needed to assess whether those tests have been met; and

3. Whether you have had any indication from the Department that it plans to conduct a formal assessment of the kind you recommended.

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1 National Audit Office, *Rolling out Universal Credit*, page 11
With best wishes and I look forward to hearing from you,

Rt Hon Frank Field MP
Chair