

From: Caygill Alex DWP Customer Service Leader <Alex.Caygill@dwp.gov.uk>
Sent: 18 March 2026 16:36
To: Attendees of DWP Operational Delivery Group Meeting 18 March 2026 10-11am
Subject: ODG 18/03/2026

Hi all,

Please see the notes mentioned from today's session,

I will continue to look into the questions posed today,

I will also set up the next meeting in 2 months' time,

Thanks, and Kind regards,

Alex.

DWP News

Move to UC

This is moving picture but as at 25.2.26 this was the situation:

Hard Stop Dates

- **IS/JSA** hard stop confirmed: **31 March** (in legislation; no payments beyond this).
- **ESA/HB:** internal working assumption **31 May**, pending ministerial sign-off.

Current Caseload Volumes

- Around **2,200** customers remaining across legacy benefits nationally.
- Approximately **700 cases** require investigation regarding **appointee need** — these will sit outside any hard stop until resolved

Appointee & Non-Engagement Cases

- Where a customer is found to need an appointee, the **migration notice is cancelled** and re-issued once an appointee is confirmed.
- Visiting officers prioritised for non-engaging or vulnerable cases.

- If no engagement is possible despite all efforts, **cases can be closed** and **safeguarding referrals made**

Care Home Residents & Identification Issues

- Many remaining cases involve customers in **care homes or supported living** where capacity issues have increased the need for appointees.
- Legacy systems (JSAPS) do not reliably flag these addresses, leading to late identification.
- Work underway to resolve these cases before deadlines

Following the Chancellor's announcement of the removal of the two-child limit, communication is due to be issued to eligible claimants; however, a date has yet to be confirmed. It is anticipated that there will be an increase in claimant contact via telephony, journal and face to face.

Sil has stated that vulnerable customers are supported via their to-do list.

What is the removal of the two-child limit?

Following the Chancellor's announcement of the removal of the two-child limit in April, we can currently advise all claimants with three or more children that the two-child limit will be removed from assessment periods that start on or after **6 April 2026**, as part of the annual uprating exercise.

The higher rate for the first child born before April 2017 will remain.

When will the two-child limit be removed?

The two child limit will be removed for any assessment period starting on or after 6 April 2026.

What's Changing?

From assessment periods starting on or after 6 April 2026, the two-child limit will be removed. Families with three or more children will once again receive the child element for each eligible child. The higher first-child rate (for children born before April 2017) will continue.

When Will Payments Change?

- Increased payments will appear in May or June, depending on each claimant's assessment period.
- **Case Managers cannot confirm specific amounts.**
- Direct claimants to check their Universal Credit statement.

Why a Payment May Not Increase

Some claimants may not see a change because of:

- The Benefit Cap – limits total household benefits.
- Transitional Protection – this will reduce if any other element of the award increases.

Action for Claimants

- No action needed if all children are already verified on the claim—the system will adjust automatically.
- Claimants must declare any children not previously added (because the two-child limit applied at the time). Once verified, any increase will appear on their next statement.

Key Messages for Case Managers

- The change applies from assessment periods starting on or after 6 April 2026.
- Statements are the only place claimants can see final payment amounts.
- Benefit Cap and transitional protection may limit increases.
- Do not tell claimants to re-declare children already verified.



Annual Rent Changes – Timeline

We have given landlords information via the Landlord Portal about what the claimant & landlord to-do's will look like (on the Updates tab), plus we have an update on gov.uk [Social rented sector Landlord Portal - GOV.UK](#)

In terms of the timeline of activities:

- A claimant will be able to access their ARC to-do from either midnight on the 1st April or 6th, depending on their rent frequency
- We will issue notifications via either SMS or email (depending on a claimant's contact preference) for all **monthly** frequency claimants across the **1st & 2nd April**, prioritising claimants with an AP ending soonest first
- We will issue notifications via either SMS or email (depending on a claimant's contact preference) for all **other frequency** claimants across commencing **7th April (as 6th is a bank holiday)**, prioritising claimants with an AP ending soonest first
- If a claimant proactively logs onto the build and responds to the to-do before we send them a notification, then we won't send them any notification as we'll already have the new housing costs
- If a claimant logs on and instead of responding to the ARC to-do, goes via "report a change > where you live & what it costs" then we'll capture the new housing

costs that way, and remove the ARC to-do as we'll now have the new housing costs

Below is the wording that customers will hear when phoning Universal Credit, again this is to help communicate the process for the annual rent changes for claimants.


IVR Message when phoning Universal Credit

*If you've received a letter from your Local Authority, Landlord, or Housing Agency about **a rent increase**, you don't need to do anything until we contact you through your **online account or by text message**. If you don't hear from us by 28th April 2026, please contact us. We won't be able to help before this date. Once you've notified us of the change, you don't need to contact us to check the progress*

Update from visiting –

1. Referrals are currently being cleared within 10 – 15 days (BAU) & Urgent within 5 days.
2. Referrals from external partners have reduced due to SSS now dealing with all health benefits so just a reminder that DWP no longer deals with AA or PIP.
3. If making a referral, can you please ensure you give us as much information as possible on the referral including any interaction you have had with the customer that concerns you so that the Visiting Officers can make a dynamic risk assessment as they may need to take another Visiting Officer out with them.

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