



A tool for Operations line managers to use in face-to-face meetings with staff.



You might have noticed that this Monthly Update hasn't been as regular as usual. Well we are back with a bumper festive edition providing a roundup of PIP activity from the last couple of months.

Natural Reassessment

Extended Rollout

- ▶ From 26 January we will be extending natural rollout to Glasgow (G), Newcastle (N), Warrington (WA), Wigan (WN), Durham (DH), Sunderland (SR) and Inverness (IV).
- ▶ To ensure we continue to reduce processing times and levels of work outstanding, the areas rolling out are where the assessment provider (AP) has sufficient local capacity in place to handle the increased volumes.
- ▶ Continuing to rollout in this controlled way means we can keep monitoring progress before making any decisions on extending natural reassessment further.

Performance Improvement

Speeding up new claims

- ▶ In the period from January 2014 to October 2014 we have seen a remarkable 500% increase in the numbers of claims cleared each month. In the same period Case Managers have achieved a 20% increase in individual productivity.
- ▶ A key area of focus at present, alongside clearing the older cases, is to reduce the number of instances where claimants are failing to attend for their PIP assessment. There is joint working taking place within PIP Programme, OED, Operations and the Assessment Providers to better understand the cause of the problem.
- ▶ After 29 December Case Managers will no longer be required to contact claimants to explain the decision on a claim when there is a disallowance or the decision is to reduce benefit. We ran a small pilot to look at the effectiveness of this call and found that it did not make a material difference to their likelihood of requesting a mandatory reconsideration as their notification had already provided clear reasons for the decision.

PIP Computer System (PIPCS) Release 3.0

Performance improvement – speeding up new claims

- ▶ PIPCS release 3 was implemented over the weekend of 25 / 26 October.
- ▶ This was a major new release which, as well as fixing some live running issues and introducing new functionality also included some quick wins requested by Operations.
- ▶ The new functionality in Release 3 should provide a better user experience and improved processing of task and workflow management.
- ▶ You can find more detail on the PIP Intranet site and in Implementation Updates 188 and 189.
- ▶ Major IT releases require a significant investment. The scope and detailed planning for Phase 4 is being finalised and a team has already begun working on Phase 5. We'll tell you more about these release in future editions of this update.

PIP Assessment Tool (PIPAT) Release 2.0

Performance improvement – speeding up new claims

- ▶ Release 2 of the PIP Assessment Tool (PIPAT) was successfully implemented on 27 October.

- ▶ The release contained a number of enhancements to the system including alignment with the recent improvements to the clerical PA4 (assessment report) form.
- ▶ Where health professionals are using PIPAT this results in a faster and clearer transfer of information to Case Managers.

PIP Information System (PIPIS)

Improving access to information across DWP

- ▶ Operations join up to help improve access to Personal Independence Payment information.
- ▶ You can read all about PIPIS on the PIP Intranet Site.

Digital Academy

Developing the future target operating model for PIP

- ▶ The PIP Programme are undertaking feasibility work to develop a future target operating model for PIP. A number of PIP Programme staff recently participated in a Digital Academy for PIP. The Digital Academy provides an intensive 6 week foundation course in the agile way of working, specifically in the context of delivering digital services. This approach is about putting users at the heart of the design. We'll tell you more about this work in future editions of this update and through the PIP Intranet site.

Things you might have missed

Highlights from the PIP or DWP intranet sites and elsewhere

- ▶ On 17 November we extended natural reassessment rollout to more areas.
- ▶ The initiative to empower Case Managers to use assessment report evidence to make changes to descriptors in certain circumstances, without referring to the health professional or Quality Assurance Manager has been evaluated. It has proved successful and this is now part of 'business as usual' processes – see PIP Guidance Decision making process part 1, paragraphs 71 to 74.
- ▶ On 30 October the Secretary of State announced the appointment of MAXIMUS Health and Human Services Ltd as the new providers of Work Capability Assessments (WCAs). There is no impact on PIP – see lines to take.

Personal Independence Payment Review

1st Independent Review Published

- ▶ The first independent review of the Personal Independence Payment (PIP) assessment process, carried out by Paul Grey CB, was published on 17 December 2014.
- ▶ The report is available on GOV.UK

Feedback

Tell us what you think

- ▶ We're interested to know what you think about our regular monthly updates.
- ▶ If you find them helpful or have suggestions about what you'd like to see in future editions please let us know.

And finally....on behalf of the PIP Programme and the communications team we'd like to wish all our operational colleagues a Merry Christmas and a Happy New Year.

