

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



Here is a roundup of what has been happening since the publication of our last update.

Performance Improvements

Speeding up New Claims

The latest ad hoc PIP statistics published on 28 January 2015 show that;

- ▶ The average claimant wait for an assessment appointment has more than halved from 30 weeks in June 2014 to 14 weeks in January 2015.
- ▶ Between January 2014 and December 2014 the number of normal rules new claims cleared quadrupled from around 14,000 to 60,000 per month.
- ▶ Double the number of assessments were completed in the last 6 months of 2014 compared with the previous 14 months.

Natural Reassessment

Continuing Rollout

- ▶ From 26 January we rolled out to some existing DLA claimants in Glasgow, Newcastle, Warrington, Wigan, Durham, Sunderland and Inverness.
- ▶ From 23 February rollout continued to a further 18 areas. Details can be found on the PIP intranet.

Government Response to the Paul Gray Review

Performance Improvements

On 27 February the Government published its response to the 1st independent review of PIP published by Paul Gray in December 2014. This response focuses on the review's short-term recommendations,

- ▶ The action the DWP is taking to address them
- ▶ and the wider work that is being done to support PIP claimants through the process.

There will be a further full response in due course to address the medium and long-term recommendations which have wider implications. Lines to take for staff have been produced.

PIP Computer System (PIPCS) Release 4

Process Improvements

PIPCS release 4 is due to go-live on 23 March 2015. It contains a number of improvements to help manage cases more efficiently and reduce manual workarounds. These include;

- ▶ Automated changes to the award end date where a change results in an earlier end date than the current award end date
- ▶ The facility for the user to remove an incorrect date of death
- ▶ Introduction of a weekly exception report highlighting cases which have not proceeded at key parts of the journey within specified times. This includes cases where a PIP2 form has not been issued on or after 5 days.
- ▶ 3 new PIP documents added to DRS
- ▶ Enhancements to the PIP new claim telephony screens
- ▶ PIP1007 and PIP1 contingency claim forms have been updated

Things you might have missed

Highlights from the PIP or DWP intranet sites and elsewhere

- ▶ The Command Paper, including draft legislation on further devolution has now been published. Information on how it affects you and your customers is contained in these questions and answers.
- ▶ **PIP Work and Pensions Select Committee – 28 January 2015.** The Minister (Mark Harper) attended the WPSC and answered questions from the committee on PIP Performance. Read the transcript

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.