

In and out of work project (DWP/HMRC/LA Closer working)

Scottish IRRV Conference

Lesley Dalby & Angela Barr

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Agenda

- Background
- Summary of process
- Outcome of pilots
- Plans for national rollout

Background

- Existing arrangements seen as complicated, take too long, are repetitive and can put people off going into work
- Varney report, December 2006
- At the forefront of the Transformational government agenda breaking new ground by focusing on improving service to the customer through streamlining cross-government services
- Key aim is to offer more effective access to In and Out of work benefits and services to customers who move in and out of work

Background

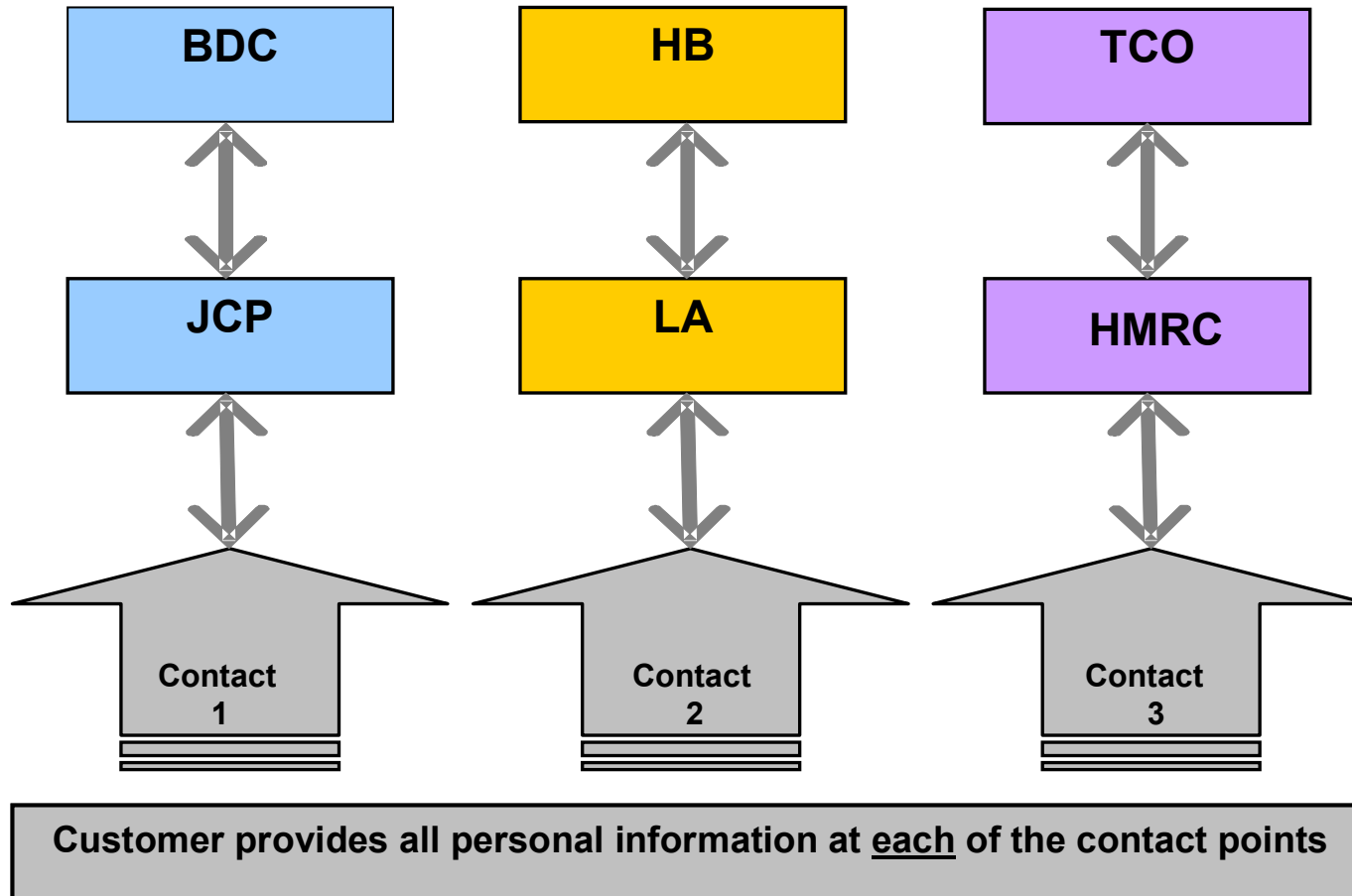
Following trial in North Tyneside we tested new process in 6 Local Authorities

- West Lothian and
- Lambeth, Liverpool, Merthyr Tydfil, Sedgemoor and West Somerset

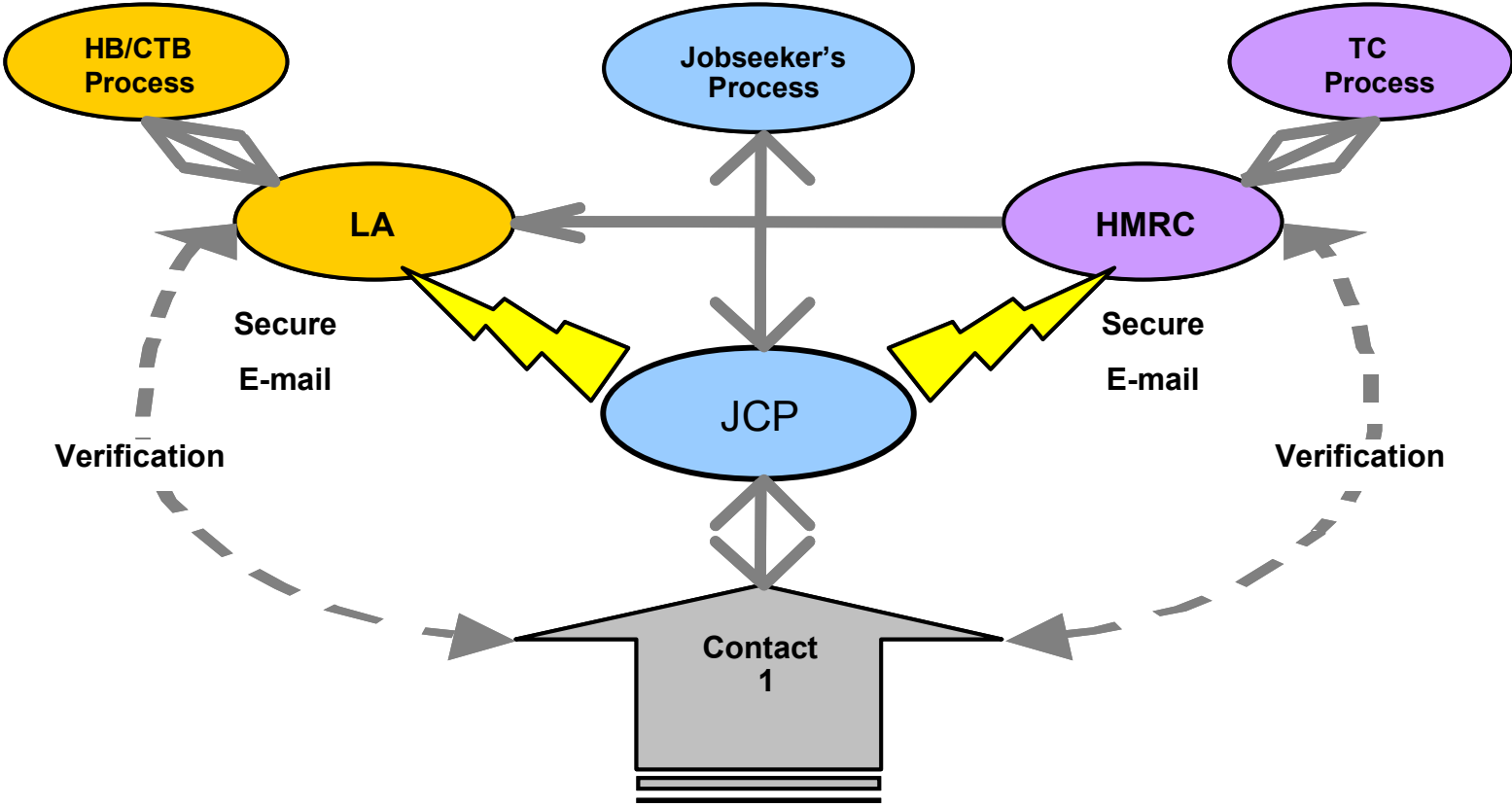
Scope

- Customers claiming JSA or IS who need to attend a Work Focused Interview (lone parents) are in scope – i.e. claim via the new processes
- Customers claiming ESA or IS as carers are not within scope

High Level Overview of Current Business Process



High Level Process of New IOW Business Process (for those customers 'in scope')



Customer provides all personal information at one point of contact

Outcome of pilots

Evaluation from customer and staff research

- significant improvements to the customer experience
- paying customers more quickly - end to end 15% faster
- increased customer confidence to take up short-term work
- joined-up transformational Government with a real focus on the customer
- staff largely positive with buy-in across all organisations

Key findings

- Processes improved during life of pilots and lessons learned – hence tried and tested tailor made process now
- JCP Pilot managers and joint implementation teams (with LA's) in each pilot site
- Changing culture and improved trust – demonstrated that a wider understanding of the end-to-end process leads to improved results and customer service
- Compliance – close working raises compliance esp. in completion of LAID's
- LAs notified of IS/JSA entitlement more quickly.

Outcome of pilots

- **What aspects of the pilot have gone well for LA's?**
 - HB evidence is gathered much earlier in the process
 - Introduction of HB Evidence Checklist Improved clearance times with decrease in telephone traffic
 - Improved operational understanding of roles within JCP and LA
 - Improved relations and trust between LA and JCP
 - Improved LAID process – applications within the scope of the pilot are now received at LA in most cases with the evidence or details of what evidence (HB Evidence Checklist) has been requested from the customer. LAs find this very useful
 - LA access Tax Credit award notifications quicker

National rollout

- National rollout launched 20 October 2008 following Ministerial event & co-ordinated communications
- First tranche of national rollout – to 14 LA sites
- Planned that remaining LAs will rollout during 2009
- JCP Regional Implementation Managers for each region/country
- Attendance at forums, conferences and articles in LA magazines (including Insight)

National rollout - continued

- First tranche in Scotland -
Clackmannanshire, Inverclyde, Scottish Borders and West Dunbartonshire
- Jan – March '09 – up to 5 more Scottish LAs
- April – December '09 – planned completion of national rollout in Scotland
- Article in forthcoming COSLA Connections

National rollout

- **Minor amendments to claims provisions- to be covered in an adjudication circular currently being drafted for publication to LAs in December '08**
- When a HB/CTB claim is received at a JCP office;
 - The SoS can identify that the claim form is not properly completed and request that the customer provides information to the LA to complete the claim and
 - The LA can treat the claim as validly made if the defect is corrected within 1 month of the request
 - To enable customers, who are also receiving JSA or IS, to notify the appropriate JCP office that they or their partner has started work
- **These have subject to consultation (and agreed) with the local authority associations including COSLA**
 - Tax Credits legislation – to enable claims made by couples without both partners being present

Summary

- Real transformational Government
- Better service to our customers
- Improved performance
- Better quality of information gathered (and)
- Information moved more quickly between departments
- Phased rollout
- GCSx is a key dependency
- Communications activity coordinated across LAs

Who to contact

- Angela Barr, JCP Regional Implementation Manager
angela.barr@jobcentreplus.gsi.gov.uk
Tel: 07920 784024