



Kim Archer

**PDCS Deputy Director- Partnerships and
Relationship Development**

DWP Annual Forum

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**Pension, Disability
and Carers Service**

Department for Work and Pensions

PDCS – Strategic objectives 2010/11

- **Transform** the way we deliver services
- Ensure our **people** are skilled, motivated and well led
- Protect **performance**
- Deliver the **efficiency** commitments
- Build our reputation with **stakeholders and partners**

Every month, on average we:

Process

- over 28,000 claims for Attendance Allowance
- over 20,000 claims for Carers Allowance
- over 60,000 claims for Disability Living Allowance
- over 19,000 claims for Pension Credit
- over 52,000 claims for State Pension

Answer

- over 1.3 million telephone calls

See

- over 38,000 customers face to face in their home or in a place convenient to them

Expect to issue

- over 53,000 pension forecasts on request.

Based on Agency internal management information



Our customers

Positives from our survey included:

- 97% of customers said our staff were **polite and treated them with respect**
- 94% per cent said they also **listened to** what they had to say
- 91% of customers said that they were **satisfied or very satisfied** with our services



Our achievements & Improvements for 2010/11

- **Introduced new Partnership Managers**
- **Served over 150,000 customers through close working with our national and local partners and paid £214 million in extra benefits as a result.**
- **Referred over 120,000 customers to our partner organisations for wider services including help with home safety and security, and health and social care needs.**
- **Improved the Attendance Allowance and Disability Living Allowance adult renewal claim forms, so customers do not have to tell us information we already hold about them.**
- **Improved the Disability Living Allowance claiming experience for parents/guardians of disabled children through user-friendly forms and improved notifications and processes.**

Our achievements & improvements for 2010/11

- **Cleared 94% of complaints within target performance.**
- **Resolved 98% of the service issues raised by partners and stakeholders and significantly reduced the number of repeat issues.**
- **High levels of partner and stakeholder satisfaction with 84% believing our partnership with them is effective and 92% that it benefits shared customers.**
- **Worked in partnership with organisations to deliver new legislation which allows certain severely visually impaired people to claim the Higher Rate Mobility Component of Disability Living Allowance.**

But...

We are doing more than just hitting our targets and are looking to **continuously improve**:

Complaints

- **We listened to what our customers & representatives told us about the way their complaints were handled**
- **We tested a new complaints resolution process for 6 months in a number of PDCS sites**
- **Customers and our staff told us that they liked the new process**
- **We will be rolling the new process out across PDCS this year**

Innovative Private/Public/Voluntary Sector Engagement – Combining to Care Partnership

- The Combining to Care partnership initiative is targeting the poorest pensioners in Manchester
- Costs are met by private sector partners and the first point of contact for customers is delivered by Age UK.
- Continues to increase its reach and momentum through targeted volunteering, learning and development, communications and outreach and ‘free facilities’ initiatives.
- Extra initiatives we’re hoping to get into live running over the next few months include ‘group chat lines’ to reach and engage isolated older people and the possibility of using getting key messages to target pensioners out through Aviva’s customer database and communications processes.

In the coming year we will be:

- **Preparing to implement Personal Independence Payment (PIP) working closely with stakeholders and partners**
- **Ensuring stakeholders and partners are aware of the benefit changes and helping them to up-skill their staff.**
- **Increasing performance with less staff**
- **Maintaining the focus on accuracy and reducing error**
- **Reducing complaints**
- **Improving access to self service and e-channels to meet all customer needs and;**
- **Providing a face to face service for vulnerable customers in their own home or at an accessible community location if their business cannot be dealt with over the telephone or online**
- **Implementing State Pension Reform – changes to pension age which will gradually increase the State Retirement Age**

Any questions?