

How we improved our service

This year further refinements have been made to the way we manage our pension, disability and carers centres to make them more effective and efficient. This involved consulting with our staff across the organisation to identify ways of processing more claims more accurately.



Other changes involve our people using 'Lean' methodology. This is about frontline staff getting rid of waste by, for example, reducing worksteps and hand-offs and by making better use of performance data.

In 2008/09, we:

- changed the way our pension age customers can conduct their business. Customers can now make a combined claim in a single telephone call to State Pension, Pension Credit, Housing Benefit and Council Tax Benefit (HB/CTB). Pensioners claiming HB/CTB while making an application for Pension Credit are no longer required to sign the HB/CTB claim form, and the information collected is automatically passed to the relevant local authority to assess entitlement;
- rationalised processes in the Carers Allowance Unit;
- implemented 'Lean' changes in Cardiff Disability Benefits Centre;
- started 'Lean' implementation in the Disability Contact and Processing Unit in Blackpool, and at the International Pensions Centre in Newcastle;
- trialled ways of making it much easier for Jobcentre Plus customers to transfer to this agency on their retirement;
- redesigned Disability Living Allowance (adult) and Attendance Allowance claim forms and decision notifications;
- improved processes to meet the needs of parents/carers of disabled children;
- improved medical evidence collection and the sharing of information with other departments;

- raised customer awareness of the basic entitlement process to Disability Living Allowance via the 'nugatory claims' exercise;
- introduced an Electronic Document Management System into Dundee Pension Centre. This will replace the processing of hard copy documents with the scanning, storing and electronic retrieval of electronic images;
- implemented a new Call Recording and Quality Monitoring System to improve the telephony service we provide to our customers; and
- simplified the way deaths of customers or their spouses are reported to pension centres.

