

Department for Work and Pensions  
Simplification Plan 2009-10

## Contact details

Philip Martin  
Better Regulation Unit, Strategy Directorate

Email: [Philip.martin1@dwp.gsi.gov.uk](mailto:Philip.martin1@dwp.gsi.gov.uk)

Direct line: 020 7449 7117

# Contents

Foreword from Sir Leigh Lewis KCB, Permanent Secretary

Introduction

## **Chapter 1: Progress against the Administrative Burdens Reduction Target**

1.1 Context

1.2 Target

1.3 Burdens introduced since the last Simplification Plan

## **Chapter 2: Further Simplification**

2.1 Pensions

2.2 Statutory Sick Pay

## **Chapter 3: Service Transformation – Developing a Culture of Simplification**

3.1 A culture of simplification

3.2 Changing the culture of DWP – focusing on the customer and engaging our people

3.3 Better Regulation in DWP

## **Chapter 4: Simplification for our Customers**

4.1 Reducing the burdens on our customers - work, welfare, well-being, well delivered

4.2 Further simplification for the customer

## **Chapter 5: Simplification for Service Delivery Partners**

5.1 DWP Commissioning Strategy

## **Chapter 6: Working with the wider Public Sector**

6.1 Working with other government departments and local authorities

6.2 Data-stream reductions

Annex A – Delivered Simplification Measures for Business, the Department's Customers and the Public Sector

Annex B – Future Simplification Measures for Business, the Department's Customers and the Public Sector

Annex C – Regulatory Flow

Annex D - Data Requests made by DWP to Local Authorities



## Foreword from the Permanent Secretary



Better regulation and simplification principles are an integral part of the way DWP develops its policy and services. By embedding these principles into our processes we can ensure that we meet our aims without creating unnecessary burdens on businesses, our customers or our staff.

Through delivery of our services and benefits, DWP has contact with almost everybody in the United Kingdom at some point in their lives. If we are to deliver our services more effectively we need to listen to our customers' feedback and reduce the burdens we place on them.

Against this background, this is our fourth simplification plan. It shows:

- that the Department has exceeded its 25% administrative burdens reduction target two years before the target date of 2010;
- that the Department has exceeded its target of reducing, by 30%, the number of data requests it makes to the public sector;
- the work that is being undertaken to identify possible further reductions;
- how the Departmental Change and Benefit Simplification Programmes are delivering real efficiency savings; and
- how the Department is taking the lead in Whitehall on simplifying access to services through *Directgov* and the development of the *Tell Us Once* programme.

The simplification measures in this plan could not have been developed without very considerable help from our stakeholders and staff. Their contribution has been fundamental to the achievements we have made.

But while we have achieved much, there is, of course, much more to do. This plan shows our determination to continue to make progress in this critically important area.

Leigh Lewis  
December 2009



# Introduction

## Background

1. The vision of the Department for Work and Pensions is to:
  - contribute towards fair, safe and fulfilling lives - free from poverty for children, people in work and retirement, disabled people and carers;
  - reduce welfare dependency and increase economic competitiveness by helping people to work wherever they can and helping employers to secure the skills and employees they need; and
  - provide greater choice and personalisation and higher quality of service for customers where it is in their interests and those of taxpayers.
2. At some point in their lifetime nearly every UK citizen uses a service provided by the Department. Every working day DWP:
  - receives notification of 10,000 job vacancies;
  - interviews 45,000 customers to help them prepare for work;
  - makes a decision on over 17,000 new benefit claims;
  - visits 3,000 customers in their own homes or at a location of their choice; and,
  - answers over 300,000 telephone calls made to its help lines.
3. The Department constantly tries to improve the services it offers, whilst reducing how much it costs to deliver them. A key way of achieving this is to simplify what we ask of our own staff, our customers and our partners. Improving our services releases vital resources to help meet our long-term objectives, including the critical task of helping more people to find work.

## **Burdens on Business**

4. Our last simplification plan set out how DWP had reduced the administrative burdens<sup>1</sup> it placed on businesses by 29%, exceeding the target we had been set. DWP was the first major department to achieve this.
5. In addition to reducing the administrative costs of complying with existing legislation, the Department is also committed to reducing the burdens placed on businesses by existing or new policies. This year we can report that we have significantly reduced occupational pensions policy burdens, providing significant savings for businesses – see paragraph 26/chapter 2 below.
6. The Department continues its work to reduce or remove administrative and policy burdens. A key part of this involves speaking to those who will be affected by legislative changes. This helps us to develop a full understanding of the impact of changes, recorded in published impact assessments<sup>2</sup>. These allow us to keep any new burdens to the minimum necessary to deliver policy aims.
7. DWP's Better Regulation Stakeholder Group is one way we develop our understanding of the impacts of changes in the law. The Group includes members from business representative bodies, small businesses and third sector organisations.

## **Small Business and Regulation**

8. In the 2008 Enterprise Strategy<sup>3</sup>, the Government committed to reducing the regulatory burdens faced by firms that employ fewer than 20 people.
9. As part of the 'think small first' principle departments now consider whether small firms could be exempt from requirements; or if there is scope for simplified inspection, enforcement and guidance.
10. DWP applies this principle to all policy development processes. In addition a specific evaluation of the impact of policy changes on small firms is undertaken as part of the impact assessment process.

## **Reducing Burdens on Customers, the Third Sector and our Front Line Staff**

11. In addition to considering the impact of policies and processes on the private sector, there are many other ways in which the Department is

---

<sup>1</sup> Administrative burdens refer to the administrative activities required by regulation such as the cost to business of requiring the display of insurance certificates on the wall at each place of business rather than allowing the electronic display via a company intranet site.

<sup>2</sup> Copies of final impact assessments can be found in the impact assessment library <http://www.ialibrary.berr.gov.uk/>

<sup>3</sup> The Enterprise Strategy can be found at <http://www.berr.gov.uk/files/file44993.pdf>

also seeking to reduce the burden on customers, the third sector and our staff who directly support our customers.

12. **The Benefit Simplification Unit:** works to simplify the current benefit system, to ensure a greater understanding of the experience of our customers, their advocates, other service users and the staff who administer benefits.
13. **The Change Programme:** works to improve the experience received by our customers whilst at the same time increasing DWP's efficiency. People may receive various services from DWP and our Change Programme ensures that we consider all of the interactions a person has and that we develop services accordingly. This means joining up services, bringing together common functions, and supporting these changes with improved IT systems.
14. **Customer Insight:** is developing an in-depth understanding of our customers to inform the design and delivery of future services.
15. **Private sector and the Third sector bidding for contracts:** we are continuing to use feedback from stakeholders to improve the procurement process for the Flexible New Deal. We have also undertaken a review of the standard terms and conditions used in service contracts.
16. **Tell Us Once:** this cross-government programme will let people notify government just once about a change in circumstances, such as a birth, death or change of address. This information will then be shared between other relevant government departments and local authority services.
17. We are also working with HM Revenue and Customs (HMRC), and local authorities to share information securely with providers of various benefits, entitlements and services.
18. This plan has been published on the Better Regulation page of the Department's website<sup>4</sup>. We would welcome any suggestions for further simplification. These can be submitted through the Better Regulation Website at <http://www.betterregulation.gov.uk/>. The site allows you to track your suggestion and you will receive a response within 90 days.

---

<sup>4</sup> DWP website – Better Regulation [http://dwp.gov.uk/aboutus/better\\_regulation/](http://dwp.gov.uk/aboutus/better_regulation/)

# Chapter 1: Progress against the Administrative Burdens Reduction Target

## 1.1 Context

19. In 2005, the Government estimated the cost of administrative burdens placed by government regulation on businesses and the third sector. Since then, departments have been working towards the goal of reducing these burdens by 25% and have produced annual reports setting out progress towards this target.
20. The model used to estimate the burdens<sup>5</sup> provided an assessment of the administrative cost of compliance with regulation. This indicative data allowed the Department to see where the major administrative burdens were and to focus on reducing burdens accordingly.
21. DWP's administrative burden on business was calculated to be £471 million per year (as at 31 May 2005). This was the baseline against which we set our 25% reduction target<sup>6</sup>.

## 1.2 Target

22. The Department met and exceeded its 25% reduction target in 2008 - two years ahead of schedule. This resulted in net reductions of £136 million per annum against a target of £118 million per annum.
23. Further work is now being undertaken to deliver reductions in the administrative burdens relating to Statutory Sick Pay and private pensions regulation.

**Table 1: Progress against administrative burden reduction target to December 2009**

Regulation	Reduction (£m)
Personal Pension Schemes (Payments by Employers) Regulations 2000	24
Occupational Pension Schemes (Member-nominated Trustees and Directors) Regulations 1996	16
Housing Benefit (General) Regulations 1987	11
Social Security (Recovery of Benefits) Act 1997	1
Pensions Act 2004 – The Pension Regulator	1
<b>Total for Simplification Plan 2006</b>	<b>53</b>

<sup>5</sup> More information can be found at <http://www.administrative-burdens.com/>

<sup>6</sup> This target reduction was to be net of any new burdens introduced since 2005.

Regulation	Reduction (£m)
The Occupational Pension Schemes (Minimum Funding Requirement and Actuarial Valuations) Regulations 1996	40
Sections 56 – 61 of the Pensions Act 1995 - Minimum Funding Requirement	24
Parts of Section 111a of the Pensions Schemes Act 1993	1
<b>Total for Simplification Plan 2007</b>	<b>65</b>

Regulation	Reduction (£m)
Occupational Pension Schemes (Member-nominated Trustees and Directors) Regulations 1996	7
The Employers' Liability (Compulsory Insurance) Regulations 1998	58
Statutory Sick Pay (General) Regulations 1982	4
<b>Total for Simplification Plan 2008</b>	<b>69</b>

<b>Total gross administrative burdens reduction as at December 2009</b>	<b>187</b>
---	------------

24. Details of DWP regulations introduced since 2005 which have led to new administrative burdens on business are set out in the table below.

Regulation	New Burdens (£m)
The Occupational Pension Schemes (Scheme Funding) Regulations 2005	28
The Occupational Pension Schemes (Administration and Audited Accounts) (Amendment) Regulations 2005	16
The Occupational Pension Schemes (Consultation by Employers and Miscellaneous Amendment) Regulations 2006	4
The Occupational Pension Schemes (Early Leavers) Regulations 2006	1
The Occupational and Personal Pension Schemes (Miscellaneous Amendment) Regulations 2006	1
Total of other regulations placing negligible burden	1
<b>Total</b>	<b>51<sup>7</sup></b>

### 1.3 Burdens introduced since the last Simplification Plan

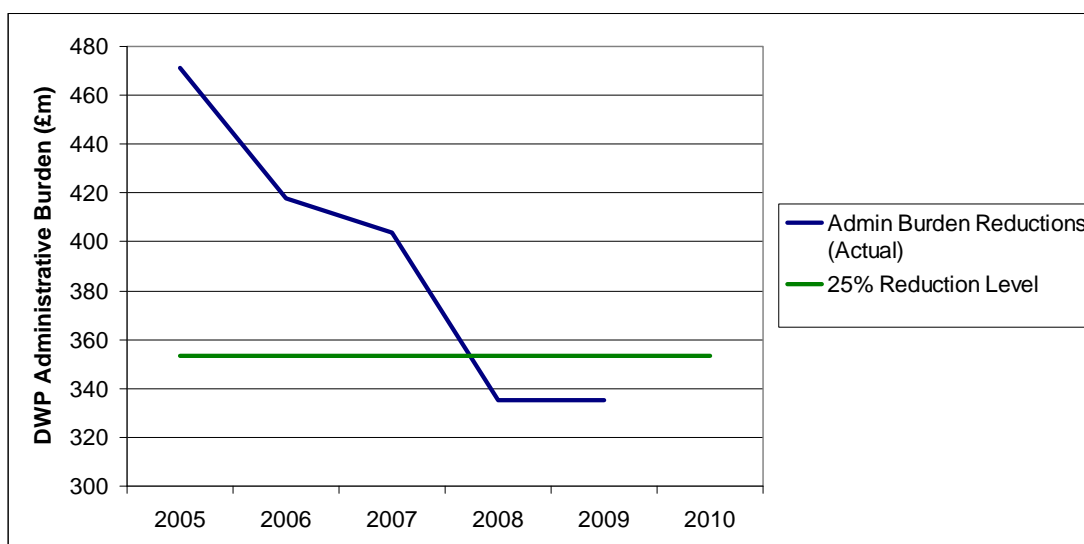
25. Regulation that has a significant effect on the private, public, or third, sectors is supported by an “impact assessment” which includes an assessment of the administrative and policy costs and savings. This allows us to constantly review the level of administrative burdens and policy costs and savings to ensure that we are fully accounting for any changes.
26. In the year to December 2009, since the last simplification plan was published, the Department has not introduced any regulations that have significantly altered the level of administrative burdens placed on business. Those regulations that have been introduced have placed only a negligible additional administrative burden.

<sup>7</sup> These values were assessed by PricewaterhouseCoopers who undertook the original administrative burdens measurement exercise and were validated by a panel of independent pensions industry representatives.

**Table 3: Summary of Progress on Administrative Burden Reduction Target**

Milestones	Net Reduction (£m)
DWP administrative burden baseline	471
<b>Admin burden reduction target of 25%</b>	<b>118</b>
Reductions delivered from simplification plan 2006	53
Reductions delivered from simplification plan 2007	65
Reductions delivered from simplification plan 2008	69
Total burdens introduced since 1 June 2005	51
<b>Total net administrative burdens reductions by 2009</b>	<b>136 (29%)</b>

**Administrative Burden Reduction Trajectory**



27. The graph above shows the Department's progress against the administrative burdens reduction target.

## Chapter 2: Details of Further Simplification in the Last Year

### 2.1 Pensions

28. The 2008 simplification plan outlined proposals to simplify the complex rules around private pensions regulation.
29. **Statutory Override.** In April 2009, a statutory override in regulations meant that schemes with inflexible rules could take advantage of: earlier reductions to the maximum amounts schemes have to revalue deferred pensions; and index those in payment. The latter had predicted policy savings of up to £250 million per year.
30. **Pensions on Divorce.** Measures to abolish safeguarded rights were included in the Pensions Act 2008 and came into force from April 2009. When the value of a divorced scheme member's shareable pension rights includes contracted-out rights, the former spouse's share of those rights is known as "safeguarded rights". Regulations restrict the type of scheme that can hold these rights and the way these rights can be paid. The rules for safeguarded rights served no useful purpose in ensuring the former spouse gets the full value of the pension share and so were abolished.
31. Further work is ongoing looking at reducing the burdens around employer debt and disclosure and the abolition of defined contribution contracting-out.
32. **Employer debt.** If an employer wants to end a relationship with their under-funded pension scheme they must first pay a sum of money into the scheme.
33. Employers and their representative bodies have raised concerns that the current regulations can hinder legitimate corporate restructuring. Some restructuring offers no detriment to the pension scheme, but employers are still required to pay sums into the scheme.
34. In response to these concerns, the Government has published draft regulations which will exempt employers from the requirement to pay an employer debt in certain circumstances. It is proposed that these new regulations would come into effect in April 2010 and they have the potential to save employers around £100 million a year.
35. **Disclosure of information.** Following advice from a working group of trade bodies and pension schemes, a consultation process was launched asking for views on the disclosure of information to pension scheme members. A large number of respondents indicated that most proposals were well received, including the enabling of electronic communications. Further consultation on detailed draft regulations is

planned, with the new regulations coming into effect next year. The new regulations will simplify legislation whilst ensuring members continue to receive important information about their pensions. It is estimated that the new regulations have potential to save employers around £27 million a year.

36. **Defined contribution contracting-out.** Following the Pensions Act 2008, work continues towards the abolition of contracting-out on defined contribution pensions. This will offer greater clarity for individuals by removing the difficult judgement about whether they would be better off contracted-in or contracted-out. Individuals will be better placed to make informed decisions about their additional pension saving options by building on a clear foundation from the State.
37. **Surplus.** The Government's response to the private pensions Deregulatory Review report published in July 2007 said that it would work with employers and other stakeholders to explore the scope for addressing employers' concerns about the surplus rules. Following extensive consultation with stakeholders we have concluded that no changes could be safely made to the current rules. We will continue to monitor the current provisions, and will explore the scope for clarifying guidance to ensure that they are operating as intended.
38. **Consolidation of regulation.** In 2002 the Department announced that it would be undertaking a consolidation of private pensions law. Work on this has started and a finalised consolidated Act is expected to come into force by the end of 2010/11. The law was last consolidated in 1993, so there is a strong rationale for simplifying the law into a single Act.

## 2.2 Statutory Sick Pay

39. DWP and HMRC continue to examine whether we can simplify the administrative burdens placed on employers to maintain and furnish records relating to Statutory Sick Pay.
40. In addition, after listening to employers concerns, the Department is looking for ways to reduce the number of sickness absences or the length of absences, which, in turn, would reduce administrative burdens on business.

## Chapter 3: Service Transformation – Developing a Culture of Simplification

### 3.1 A culture of simplification

41. The Department for Work and Pensions leads the Government's response to some of the biggest issues facing the country - welfare and pension reform - and is a key player in tackling child poverty. It is the biggest public service delivery department in the UK and serves over 20 million customers.
42. The Department's strategic objective is to become an exemplar of effective service delivery. By putting the customer at the heart of everything we do, we aim to improve the effectiveness of our policies, the efficiency of our delivery and to achieve a step change in our levels of customer service. The simplification of our policies and processes is the key to achieving this vision.
43. Our commitment to putting the customer at the heart of our thinking has recently been reflected in the launch of our new Customer Charter in August 2009. The DWP Customer Charter<sup>8</sup> sets out the standards customers can expect from the department and what their responsibilities are in return. The Charter helps DWP to provide a high quality and efficient service by helping the department consider how it addresses customer service (whether to internal or external customers).
44. The Charter is based on staff, customer and intermediary feedback and is structured around the results of key drivers research. Customers responded that good service means – Right Treatment, Right Result, On Time and Easy Access.
45. The Charter underpins the work of the department – it can be used to identify barriers to providing an excellent service, as well as providing a framework for recognising delivery of good customer service.

### 3.2 Changing the culture of DWP – focusing on the customer and engaging our people

46. The DWP's Customer Insight team have been central to ensuring that the voice of the customer is brought into the heart of the Department's policy and delivery thinking. Their research and challenge has been fundamental to the creation of our Customer Charter and to furthering our understanding of the issues that drive customer satisfaction.

---

<sup>8</sup> <http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

47. The DWP Change Programme was set up in 2007 to drive up levels of customer service and to improve the efficiency of our operations. The Change Programme currently has five strands:
- improving internal processes to focus on things that add value to customers and/ or eliminating processes that do not;
  - improving online services to allow customers to access information, view entitlement and receive services online;
  - transforming telephone services to enable staff to quickly answer a range of customer enquiries in a single call;
  - improving the customer experience of those customers who, at present, have to deal with more than one DWP business; and
  - improving the handling of information so that the department does not ask customers to provide information that we already hold.
48. At the heart of our efforts to bring the customer into the heart of our thinking is the use of 'Lean techniques'. Lean is shorthand for a commitment to eliminating waste, simplifying procedures and speeding up processes. Lean's approach to continuous improvement uses staff expertise and experience to improve how the Department works by encouraging staff to review their own work processes and environment. Since the first and second tranches of *Lean* initiatives, reported in the 2007 and 2008 simplification plans, *Lean* has continued to add value for customers by:
- removing waste from processes: where DWP is undertaking *Lean* activity it has dramatically reduced processing times – up to 50% quicker in some cases. For example, the DWP international pension centre has reduced internal handover processes by 60% resulting in payments being made two days earlier;
  - better working with other government departments: for example, the DWP National Insurance initiative, working with HMRC, is reducing error and has reduced administrative processes from fifteen days to seven;
  - building *Lean* capability and utilising staff expertise: for example, where *Lean* activity has been undertaken, staff engagement has risen by 38%. In the Blackpool Disability Carers Processing Unit, staff have identified over 100 local improvements which are being taken forward; and
  - maximising efficiency savings by rolling out nationally those process improvements identified by local pilots. To date, *Lean* has realised £52 million in efficiencies. This has allowed us to release staff to be

deployed to where they are needed most. This figure will continue to increase as further national rollouts take place.

49. *Lean* activity is now being extended to a number of the corporate parts of the Department and, based on our previous experience of *Lean*, we expect to see an improvement in the way we deliver our services as *Lean* working beds in.
50. **Benefit simplification** – A culture of simplification is also being reinforced by our Benefit Simplification Unit. The Department's benefit simplification strategy is two-fold: first, to address specific areas of complexity in benefit rules and benefit service delivery; and second, a wider and more fundamental long term aim of simplifying the whole benefits system.
51. Since its establishment in 2005, the Benefit Simplification Unit has provided a challenge function within the Department. It considers new proposals to ensure that they would not, unwittingly, introduce any new complexity. In addition, a number of simplifications have recently either been developed or introduced which are specifically focused on frontline procedures and designed to make benefit or pensions customers' lives easier by streamlining the application process. Further details of some of these initiatives is found below in Chapter 4 – ***Simplification for our customers***

### **3.3 Better Regulation in DWP**

52. The Department is firmly committed to the principles of better regulation and to high quality policy making. Adhering to these principles achieves proportionate, consistent, transparent and targeted regulation that achieves its policy objective, without imposing unnecessary burdens on business, the third sector or the public sector.
53. The Department's Better Regulation Unit sits within the Strategy Unit at the heart of DWP. It works with colleagues from across the Department to ensure that proposed legislation is fair and effective and that all new and existing regulation is necessary, meets the principles of good regulation, and does not impose unnecessary burdens. The Unit works with the Better Regulation Executive which sets and regulates standards for regulation and services across the public sector. The DWP Better Regulation Unit is responsible for advising and supporting colleagues in meeting these standards.
54. To further embed the principles of better regulation in the Department, our Better Regulation Stakeholder Group meets on a quarterly basis. Made up of eight representatives of the Department's major stakeholders, the Group ensures that the views of the outside world are brought into the heart of the Department's policy and regulatory thinking. The purpose of the Better Regulation Stakeholder Group is to provide:

- a mechanism for working with representatives of its major stakeholders on better regulation and issues around the benefit structure;
- stakeholders with an opportunity to help shape the Department's strategic approach toward better regulation at an early stage; and
- an environment for sharing ideas and views on better regulation issues.

## Chapter 4: Simplification for our Customers

### 4.1 Reducing the burdens on our customers - Work, Welfare, Well-being, Well delivered

55. Jobcentre Plus, the Pension, Disability and Carers Service and the DWP Change Programme are helping to deliver the Department's business strategy for service delivery – improving customer service while increasing efficiency.
56. This programme of change is improving services by designing them around what really matters for our customers, improving access and helping them to find the right service. As part of this programme the Department has already put in place a number of improvements such as:
- Self-service: the Department is increasing the number of services that are offered online. This has given customers easier access to information about jobs and benefits. DWP leads on *Directgov*<sup>9</sup> for the whole of government and is working towards rationalising services into single websites, available through *Directgov* and *Business Link*<sup>10</sup>:
    - an online benefits adviser service enables customers to get advice on entitlement to up to 28 benefits, pensions and credits, how to claim them, and linking to jobsearch and state pension forecasts. More than one million customers have used the Benefits Adviser Service since its successful launch in April 2008
    - the new online claim facility for customers claiming contributory Jobseekers Allowance was launched in August 2009. Both English and Welsh language versions are available to customers. Since its introduction in August 2009, more than 50,000 customers have made an online claim to contribution-based Jobseeker's Allowance;
    - customers will be able to claim state pension online if they wish to do so in 2010.
  - moving towards all numbers for customer contact about new claims being 0800 numbers. As this still does not ensure free calls for all customers, the Department has a policy of offering a call-back;
  - a trailblazer for the DWP enquiry service to enable 80% of the most common customer enquiries to be answered when they first ring the

<sup>9</sup> <http://www.direct.gov.uk/en/index.htm>

<sup>10</sup> <http://www.businesslink.gov.uk/bdotg/action/home>

Department regardless of the number and type of benefits they have in payment; and

- improving the way bereavement notifications are handled in the Pension, Disability and Carers Service so that the number of contacts required by next of kin to report a death are reduced and they no longer need to send the Department a death certificate. This is being developed along with the wider Government *Tell Us Once* initiative.
  - managing customer information across benefits and services rather than benefit by benefit or within a single DWP business. For example, working age customers only have to give their new information once when reporting a change of address or change to their method of payment;
  - developing IT capabilities across the Department in order to support improved service delivery. This has enabled DWP to share calls across a new network of contact centres and connect callers to someone who can answer their query faster
57. The Department is continuing to look at innovative ideas with a view to deciding whether to expand into new services including:
- trialling the use of short message service (SMS) texts to keep customers up to date with the progress of their claims and issue appointment reminders, helping to reduce the need for them to call the Department;
  - improving our service for customers with speech or hearing difficulties using 'chatroom' style technology called *Textbox*.
58. Over the next 12 months the Department will deliver further improvements including:
- a new online benefit enquiry service that will allow customers to track their claims and payments online if they are in receipt of Jobseeker's Allowance, Attendance Allowance, Carer's Allowance, Disability Living Allowance, Incapacity Benefit, Income Support, and Employment and Support Allowance. It will also help them to find answers to common questions. A further online update service, to enable customers to report a change of address or method of payment, will be available later in 2010;
  - Citizen's Advice Bureau will, with the customer's permission, have access to customer data – this will enable them to instantly address benefit queries for their clients;
  - moving online information and services to *Directgov* and business information and services to *Business Link* - this will ensure

customers have easier access to information about all of the Department's services (previously accessed through individual agency websites);

- an additional online claim facility that will be available to customers wishing to claim income-based Jobseeker's Allowance from mid 2010; and
- for customers moving from working age to pension age benefits, the Department will re-use the information it already holds. In some cases no further information will be needed and, ultimately, the Department will be able to process a claim for around 60% of customers moving from working age benefits without involving the customer. Approximately 180,000 customers per year will benefit from this simplified process.

59. ***In and Out of Work Project.*** This is a cross-departmental initiative which will enable people who are moving into or out of work, to apply for benefits and tax credits and only supply the relevant information once. The information can be provided at one visit to Jobcentre Plus, where it will be shared securely with local authorities and HMRC. National roll-out of the project is continuing.

#### 4.2 Further simplification for the customer

60. ***Aligning permitted work rules:*** From April 2010, customers in receipt of certain benefits will be able to earn up to £92 per week, without any effect on their Housing Benefit/Council Tax Benefit. This will align the amount with that for customers in receipt of income-related Employment and Support Allowance and simplify processes for front-line DWP staff.
61. ***Raising capital limits for pensioners:*** The amount of capital a claimant may possess before an assumed income is taken into account in Pension Credit, Housing Benefit and Council Tax Benefit has recently been increased as a response to falling interest rates. This will simplify processes for local authorities as they will no longer need to verify capital where capital savings are declared to be under £10,000.
62. ***Disregarding Child Benefit.*** Recent changes to Housing Benefit/Council Tax Benefit working age regulations now allow for full disregard of Child Benefit payments. This means that local authorities will no longer be required to establish whether Child Benefit is paid, either by questioning the claimant or by requesting confirmation from HMRC when processing Housing Benefit/Council Tax Benefit claims.
63. ***Jobseeker's Allowance online.*** DWP has responded to customer demand for online services. Jobseeker's Allowance online, which began in August, allows customers to claim contribution-based Jobseeker's Allowance on the internet. DWP is committed to maximising the

convenience and flexibility afforded by the internet by extending online claims business incrementally.

64. **Rapid Reclaim.** This provides a faster service to applicants applying again for Jobseeker's Allowance, Income Support and Incapacity Benefit after a short break, reducing the amount of form-filling.
65. More fundamentally the Department is considering moving to a **Personalised employment programme.** The Government announced in the Welfare Reform Green Paper that they were interested in the potential benefits in asking providers to deliver a single employment programme for both Employment and Support Allowance and Jobseeker's Allowance customers.
66. Professor Paul Gregg in his benefit conditionality review<sup>11</sup> recommended that the Department pilot this multi-client approach, noting that the principle of multi-client group contracts represents a sensible long-term solution that provides personalisation across benefits.
67. In December 2008, the Government committed to introducing personalised employment programme pilots and to including parents with younger children within the programme. The primary aim of the pilots will be to test whether this approach can increase the chances of a customer entering employment.
68. The introduction will create the following opportunities for simplification:
  - Jobcentres will be referring customers to only one provider;
  - the PEP process is more straightforward for the customer;
  - it is easier for customers to be referred to training/support that is specifically tailored personally to them, no matter what benefit they receive; and
  - the process of switching customers between benefits is greatly simplified.

---

<sup>11</sup> <http://www.dwp.gov.uk/docs/realisingpotential.pdf>

## Chapter 5: Simplification for Service Delivery Partners

### 5.1 DWP Commissioning Strategy

69. DWP currently spends nearly £1 billion each year [DN –check prior to publication] buying in support to help get people into work. The Department has 1,153 welfare-to-work contracts with 438 providers across the private, public and third sectors<sup>12</sup>.
70. DWP published a commissioning strategy to plan how to reduce the number of providers to a smaller number of prime contractors to increase efficiency and achieve better value for money. This has made it easier and simpler for organisations to work with DWP in delivering welfare-to-work.
71. The Department is working with smaller organisations to help them to approach prime contractors to act as sub-contractors. Lists of successful providers are on the departmental website.
72. **Tendering arrangements.** DWP has changed its procurement process to make it easier for the third sector. The Department knows that submitting full-scale bids can be costly and time consuming. The new two stage process saves time and money for bidders who do not get beyond the pre-qualification stage. The Department has also introduced a number of improvements for the major employment programme, Flexible New Deal, to simplify the process for bidders. The Department has:
  - held events prior to both pre-qualification questionnaire and invitation to tender stages to support bidders through the process;
  - published details of potential prime contractors on the DWP website, along with a standard form for subcontractors to complete to express an interest in working with potential prime contractors;
  - introduced a simplified pass/fail pre-qualification questionnaire process;
  - introduced a tender form to capture information at invitation to tender stage. Bidders need only complete the form once to apply across all contract areas;
  - developed an e-tendering process;

---

<sup>12</sup> As of 10 March 2009

- arranged meetings with all bidders to check the process is clear and easy to understand; and
  - introduced standard terms and conditions agreed through consultation with firms and the Employment Related Services Association.
73. **Service contract terms.** DWP has also reviewed the standard terms and conditions used in service contracts and has issued new guidance for their use. This has standardised service contract terms across Government departments, in line with guidance from the Office for Government Commerce.

## Chapter 6: Working with the wider public sector

### 6.1 Working with other government departments and local authorities

74. The Department works with a number of partners to deliver a quality service to the public.
75. **Closer Working between Tax Credit Offices, Jobcentre Plus and local authorities:** Projects are working to record customer information once and transfer it electronically between departments:
- by early 2010 Jobcentre Plus should be able to collect customer data that is needed by HMRC and/or local authorities so that Tax Credit and Housing Benefit/Council Tax Benefit claims can be processed more quickly;
  - data gathered by Jobcentre Plus can be sent via a secure data connection; and
  - Jobcentre Plus has been gathering claims data to enable customers to make a claim to Council Tax Benefit and/or Housing Benefit over the telephone, with no need to complete a claim form.
76. **Child Maintenance and Enforcement Commission:** The child maintenance scheme will use HMRC data to supply the Child Maintenance and Enforcement Commission with the previous available tax year's gross income of the non-resident parent. The scheme is scheduled to start in 2011 and will remove the need for the Commission to approach businesses for employment records.

### 6.2 Data-stream reductions

77. In response to the Government's June 2007 Public Services Strategy<sup>13</sup>, Departments agreed to reduce the number of data requests made to frontline public sector staff by 30 per cent by 31 May 2010.
78. As part of this exercise, 22 different data returns were identified that the Department requested from local authorities. Ongoing work to simplify processes had already led to five of the data returns being removed. The Department committed to reduce these further.
79. Annex D provides a detailed table of the key local authority/DWP data-streams on Housing Benefit and Council Tax Benefit and shows that out of the remaining 17 data-streams, 6 have been stopped since April 2007 and a further 3 will be stopped by 2010. Therefore, the Department has to date delivered a reduction of 35%, exceeding its target, and is expecting further reductions by May 2010.

---

<sup>13</sup> Available at: <http://www.berr.gov.uk/files/file45149.pdf>

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.1 Replace minimum funding requirement legislation</b>	Administrative burden	The minimum funding requirement regulations required pension scheme trustees to obtain an actuarial valuation and a minimum funding requirement valuation. The new regulations removed the requirement to obtain a minimum funding requirement valuation.	Annual reduction £64m	December 2005
<b>1.2 Employers' Liability Compulsory Insurance certificates</b>	Administrative burden	Amends provision that requires businesses to display the liability insurance certificate in a specified way at all business premises and abolishes requirement to keep certificates for 40 years Gives businesses freedom to display certificates in a way which best suits staff and structure	Annual reduction £58m	Regulations came into force from 1 October 2008
<b>1.3 Improve pension regulations to make payments by employers less prescriptive</b>	Administrative burden	Amend legislation to make less prescriptive, the need for pension scheme trustees to make reports to the Pensions Regulator. Fewer reports are now filed resulting in benefits for both trustees and the Regulator.	Annual reduction £24m	Implemented April 2006
<b>1.4 Simplify member-nominated trustee/director requirements</b>	Administrative burden	Stakeholders considered that member-nominated trustee requirements had very prescriptive processes and inflexible timetables which made it difficult for schemes to comply with the requirement. Government policy is for all occupational pension schemes (with limited exceptions) to have one third member-nominated trustees but how they achieve this is left to schemes to decide. The new requirements removed the prescriptive processes and timetables. They are simpler, cheaper and more flexible.	One-off administrative costs £10m  Annual reduction £23m	Came into force April 2006

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.5 Remove regulation requiring landlords to provide information for backdating of Housing Benefit claims. Backdating provision has been replaced by a repayable loan.</b>	Administrative burden	Landlords no longer required by Schedule A1 para5 (2) of the Housing Benefit (General) Regulations 1987 to provide information for backdating of Housing Benefit claims.  Customers can now apply for a repayable loan.	One-off costs nil  Annual reduction £11m	Legislation repealed by the Asylum and Immigration (Treatment of Claimants etc) Act 2004  Implemented June 2007
<b>1.6 Simplifies payments by employers requirements</b>	Administrative burden	Removal of prescriptive legislation.  Principle-based approach allows trustees/managers to determine how to monitor payments.	Annual reduction £1m	April 2006
<b>1.7 Simplify Statutory Sick Pay regulations</b>	Administrative burden	Following the introduction of Employment and Support Allowance (ESA), reduction in record keeping requirements for employers and a simplified form for completion which reduces information requirements.	Annual reduction £2.5m	Regulations in force from 27 October 2008 to coincide with the introduction of ESA
<b>1.8 Simplify Statutory Sick Pay regulations</b>	Administrative burden	Remove the requirement to link periods of Statutory Sick Pay between different employers.  Former employer does not need to collect data or provide employees with a form SSP1L.  Current employer does not have to check a linking provision with previous employer or hold this form SSP1L.	Annual reduction £1.5m	Regulations in force from 1 October 2008

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.9 ICT Solution Compensation Recovery Unit (CRU) has created several e-links with insurers to remove high volume administrative tasks</b>	Administrative burden	Major business processes are e-enabled meaning that claim data can be extracted and sent to Compensation Recovery Unit.  Allows full end-to-end Compensation Recovery Unit process.	Annual reduction £1.5m  £1m to business £0.5m to public sector (Department of Health)	Completed Dec 2005
<b>1.10 The Pensions Regulator: simplify pension scheme returns</b>	Administrative burden	The Pensions Regulator's scheme return ensures that the Regulator has up-to-date information which enables the accurate calculation of levies. The scheme return is reviewed in line with regulation and changes in the industry. The current version of the form is half the length of the original form.  The form can be completed on-line and, after the initial return, it will be pre-populated so that only changes need be entered.  Trustees can forward parts of the form to third parties (e.g. actuaries) for completion of certain sections while retaining overall control of the form.	One-off costs nil  Annual reduction £1m	Implemented May 2006
<b>1.11 Improve pension regulations to allow bulk transfer of protected rights</b>	Policy	Employers are now able to consolidate schemes which contain protected rights in the same way that they undertake other consolidation	Annual savings £3m for 3 years	Came into force November 2005

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.12 Improve pension regulations to allow guaranteed minimum pension (GMP) conversion</b>	Policy	Guaranteed minimum pensions ceased to accrue in 1997, but past rights still exist. The Pensions Act 2007 legislated for this with enabling regulations to following in April 2009. The Act and regulations allow schemes to convert guaranteed minimum pension rights into scheme benefits, offering the actuarial equivalent value in exchange. This allows for easier administration and makes it easier for a member to move their rights into another pension product if they wish.	One-off costs £11m  Annual savings £6m	Amendment included in the Pensions Act 2007.  Implemented in April 2009
<b>1.13 Improve pension regulations to extend ways in which contracted-out rights can be taken as a lump sum</b>	Policy	This measure extends the ways in which contracted-out rights can be taken as lump sums and allows them to be paid at the same age as other rights.  This simplifies administration of contracted-out benefits and provides members of pension schemes with a greater degree of choice and flexibility when taking pensions derived from contracted-out rights.  It means that contracted-out rights and non contracted-out rights are treated in a more consistent way.	One-off costs £2m  Annual savings £9m	Implemented April 2006

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.14 Simplify process for claiming Statutory Sick Pay and Statutory Maternity Pay by removing upper and lower age limits</b>	Policy	Employers will no longer need to make provision in their payroll system to exclude Statutory Sick Pay for employees aged over 65 years.  This simplifies the process for establishing whether Statutory Sick Pay / Statutory Maternity Pay is due.	Negligible one-off costs for computer software changes  Annual savings £4m	Implemented October 2006
<b>1.15 Improve section 67 of the Pensions Act 1995 to allow changes to members' accrued pension rights in certain circumstances</b>	Policy	Schemes found it difficult to design changes allowed under the original wording of section 67.  Occupational pension schemes can make changes to members' accrued pension rights where the affected member consents to the change. If the member does not consent the actuarial value of each member's rights at the point of change is maintained.	One-off costs £10m  Annual savings £3.5m	Came into force April 2006
<b>1.16 Improve pensions legislation to simplify internal disputes resolution</b>	Policy	Amend legislation relating to private pension internal dispute resolution.	Negligible	Amendments included in the Pensions Act 2007 and came into force in April 2008.

<b>DELIVERED SIMPLIFICATION MEASURES – BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.17 Improve clarity of regulations on deeming incapacity in the case of an infectious disease</b>	Policy	Out-of-date terminology and references have been deleted to make the legislation clear. This update makes it clearer for an employer to understand and make arrangements for dealing with someone who is not incapable of work but who needs to be prevented from working because they have come into contact with an infectious disease.	N/A	Implementation December 2006
<b>1.18 Simplify and consolidate the Disability Discrimination Act's five sets of service provider regulations</b>	Policy	Simplifying legislation by consolidating five sets of regulations - benefits legal practitioners.	Small savings	Regulations progressively brought into force on 5 December 2005 and 4 December 2006
<b>1.19 Simplify the national Jobcentre Plus accreditation system</b>	Policy	Organisations now undergo the accreditation process only once for procurement – and only if they are selected as preferred bidders.	One-off costs £133k  Annual savings £200k	Implemented from August 2005

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.20 Simplify the bidding process for contracting with Jobcentre Plus</b>	Policy	Jobcentre Plus is moving towards fewer, larger contracts and will require larger providers to enter into direct contracts with smaller organisations on a normal commercial basis with certain safeguards. This approach will alleviate the burden and risk for smaller providers by removing the requirement for them to submit bids and manage provision in their own right.	Savings in 2005/06 £4m	Implemented August 2005
<b>1.21 Disregard all compensation payments in the final pay packet on new claims to benefit.</b>	Policy	This measure eases the burden on business by removing the need for businesses to supply the Department with information on final payments to employees. This is expected to mean 1.7m fewer information requests made by DWP.	Annual savings £4m	Took effect from 1st October 2007
<b>1.22 Permit contracting-out rights (protected rights) to be held in self-invested personal pension schemes (SiPPs)</b>	Policy	Most SiPPs did not satisfy the conditions allowing them to be granted a contracted-out certificate, without which they cannot invest protected rights. The change removed the restrictions.	Some initial start up costs associated with SiPPs having to set up as an appropriate scheme.	Regulations came into force from 1 October 2008.

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.23 Simplify occupational pension schemes employer debt regulations</b>	Policy	Amends employer debt regulations to make them more flexible and easier for employers and schemes with changes to cessation events and withdrawal arrangements. These changes were designed to assist all business. Other changes, such as the period of grace, are specifically helpful to small businesses and charities.	£725,000	Regulations came into force from April 2008.
<b>1.24 Review of private pensions legislation</b>	Policy	A reduction in the cap which applies to deferred pensions from 5% to 2.5% for future service.  Abolition of safeguarded rights provisions.	Revaluation cap approximately £250m per year on average in the longer term  Negligible.	Changes included in the Pensions Act 2008 and came into force early 2009.

<b>DELIVERED SIMPLIFICATION MEASURES - BUSINESS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>1.25 Review of private pensions legislation</b>	Policy	<p>A statutory override to enable all schemes to implement the reduction in indexation cap which applies from April 2005 for future service and the reduction to the revaluation cap included in the Pensions Act 2008.</p> <p>Review of employer debt provisions as they apply in certain corporate reorganisations.</p> <p>Reduction in the revaluation cap and the introduction of a statutory override for limited price indexation (LPI) change will reduce the costs of providing pensions going forward.</p> <p>Makes provision for when the requirement for an employer to pay a debt to their under-funded pension scheme following their business re-organisation is inappropriate. Ensures however that re-organised entities maintain a strong covenant and that there is no detriment to members' pension benefits.</p>	Statutory override approximately £20 million for LPI change in the longer term.	Implemented April 2009.

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.1 Simplify the claims process for Carer’s Allowance</b>	This is a simplification measure for our customers.	This provision removes the need for carers to make two claims to Carer's Allowance; once prior to the award of any qualifying benefit in order to preserve their backdating and then again once the qualifying benefit is awarded. The provision means that Carers Allowance claims received within 3 months of the date of the Qualifying benefit award can be backdated to the start of the Qualifying benefit award providing all entitlement conditions have been met throughout that period.	N/A	Implemented April 2006
<b>2.2 Simplify the claims process for pensioners where Pension Credit and Housing Benefit and Council Tax Benefit are claimed</b>	This is a simplification measure for our customers.	The claims process has been combined and the 26 page Housing Benefit/Council Tax Benefit claim form has been replaced with a three page claim form completed over the telephone. From November 2008, need for a claim form was removed.  Improved customer service removing the need for the customer to provide the same information twice to two organisations.	N/A	New HB/CTB claim form introduced from December 2005 No claim form needed from November 2008
<b>2.3 Simplify the claims process for the surviving partner where the claimant dies</b>	This is a simplification measure for our customers.	Housing Benefit/Council Tax Benefit process has been simplified so that bereaved partners no longer need to apply for backdating if they make a claim within a month of bereavement.	N/A	November 2005 Housing Benefit/Council Tax Benefit process simplified

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.4 Simplify the claims process for the surviving partner where the claimant dies</b>	This is a simplification measure for our customers.	The automated adjustment of the surviving partner's State Pension. Automated award of the Bereavement Payment for customers over state pension age, who qualify for such a payment. Streamline the Pension Credit process. In addition the surviving spouse or civil partner, will no longer be required to complete an application form to apply for arrears of State Pension and Pension Credit outstanding at the time of the customer's death, unless there is an executor or administrator to the estate.	N/A	Introduction incrementally from the autumn of 2007 until December 2008
<b>2.5 Simplify and consolidate Housing Benefit/Council Tax Benefit regulations</b>	This is a simplification measure for our customers.	Principal Housing Benefit/Council Tax Benefit regulations have been consolidated to produce four sets of regulations and a consequential provisions set that lists all the previous savings provisions in one place.	N/A	Completed March 2006
<b>2.6 Simplify the new Housing Benefit claims provisions and end of claims provisions for hostel dwellers with a daily rent liability</b>	This is a simplification measure for our customers.	Allows Housing Benefit to be awarded from the start of the tenancy.  Easier for claimants and landlords to understand, fairer to claimants and landlords and easier for local authorities to administer.	N/A	Introduced April 2006

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.7 Simplify the Housing Benefit change of circumstances provisions</b>	This is a simplification measure for our customers.	Changes of circumstances are effective from the benefit week after the change occurs;  any change to the rent either for an existing home or move to another address is effective on the day of the change;  any change ending entitlement is effective from the following benefit week.  The changes make the rules easier to understand, fairer and easier to administer.	N/A	Introduced April 2006
<b>2.8 Simplify the calculation of the weekly equivalent of a calendar monthly rent</b>	This is a simplification measure for our customers.	New method is to multiply the monthly rent by 12 and divide by 52. The change aligns the calculation with that of rent officers.	N/A	Introduced April 2006
<b>2.9 Simplify hospital downrating rules</b>	This is a simplification measure for our customers.	Removal of linking rules for Housing Benefit so each spell in hospital starts afresh	N/A	Introduced April 2006

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.10 Simplify by aligning treatment of tax credit arrears disregard for Housing Benefit/Council Tax benefit</b>	This is a simplification measure for our customers.	All arrears of tax credits to be treated as capital and disregarded for 52 weeks. Previously only those due to change of circumstances were disregarded.	N/A	Introduced April 2006
<b>2.11 Simplify rules for disregard of lump sum on deferral of State Pension for Housing Benefit/Council Tax Benefit purposes</b>	This is a simplification measure for our customers.	Someone deferring receipt of their State Pension can choose whether to have a lump sum payment or increased State Pension at the end of the deferral period. The Housing Benefit/Council Tax Benefit provisions have been aligned with those of Pension Credit so that if the person chooses a lump sum it is fully disregarded in Housing Benefit/Council Tax Benefit for the claimant’s lifetime.	N/A	Introduced April 2006
<b>2.12 Simplify method of recovery of overpayments of Housing Benefit</b>	This is a simplification measure for our customers.	Regulations amended where a customer who has been overpaid Housing Benefit for one tenancy moves to another so that overpayment can be offset (in one lump sum) against Housing Benefit due for second property. Cuts administration costs & stress for customer.	N/A	Introduced April 2006
<b>2.13 Simplify linking rules in Incapacity Benefit</b>	This is a simplification measure for our customers.	An individual can return to previous levels of benefit within 104 weeks of leaving benefit for work or training. Process also simpler and more automatic for customers and is easier for staff to explain.	N/A	Introduced October 2006

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.14 Simplify measures on Statutory Maternity Pay and Maternity Allowance</b>	These are simplification measures to improve the practical operation of Statutory Maternity Pay and Maternity Allowance and improve our customers’ experience of the Department	<p>Aligning start of the Statutory Maternity Pay and Maternity Allowance pay periods with the start of maternity leave.</p> <p>Introduction of “Keeping in Touch” days allowing women to work for up to 10 days without loss of Statutory Maternity Pay and Maternity Allowance or ending their maternity leave.</p> <p>Maternity Allowance becomes a seven day benefit in line with all other social security benefits.</p> <p>Employers can “split” the weekly payment of Statutory Maternity Pay if this helps them align payments with their own payroll systems.</p>	N/A	Introduced October 2006
<b>2.15 Enabling Housing Benefit/Council Tax Benefit claims and reports of changes of circumstance to be made by telephone or electronically</b>	This is a simplification measure to increase customers’ options for making and handling claims to benefit See 3.5 below also	Change legislation to enable claims for Housing Benefit and Council Tax Benefit, and reports of changes of circumstances to be made by telephone or electronically.	N/A	Came into force December 2006

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.16 Reduction of Working Age Information Leaflets and introduction of three-tier approach to information</b>	This is a simplification measure for our customers.	The number of working age leaflets has been reduced to 86. We have introduced a system of tiered information, designed to deliver the right amount of information at the time when customers need it. We submit all leaflets to the Plain English Campaign and, where possible, obtain Plain English accreditation (crystal markings) for leaflets.	N/A	Completed June 2006
<b>2.17 Simplify claims process by taking telephone applications for State Pension (SP) and Pension Credit (PC)</b>	This is a simplification measure for our customers.	A simpler claims process, removing the need in most cases to sign and return a paper claim form.	N/A	August 2005 to April 2007
<b>2.18 Simplification of Underlying entitlement Notifications</b>	This is a simplification measure for our customers.	Notifications have been improved so that underlying entitlement to Carer’s Allowance is explained more clearly	N/A	Completed April 2007
<b>2.19 Introduction of a shortened CA claim pack for customers in receipt of State Pension to simplify the claims process</b>	This is a simplification measure for our customers.	A shortened claim pack was introduced for use by customers in receipt of State Pension to capture the information relevant to claims from this customer group.	N/A	Introduced in December 2006

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT'S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.20 Disregard all compensation payments in the final pay packet on new claims to benefit.</b>	This is a simplification measure for our customers.	This measure will reduce the amount of evidence customers need to produce when making a new claim. It will speed up new claims administration and reduce the time taken to process a claim. It will simplify the new claims process for employers, customers and staff and introduce consistent rules across the benefits system.	N/A	Took effect from 1st October 2007
<b>2.21 Align treatment of rental income from sub-tenants by applying a flat rate £20 across the benefits system.</b>	This is a simplification measure for our customers.	Easier for customers and staff to understand.  Simplifies and standardises the administration of the benefits system for staff and customers.	N/A	Regulations in force from April 2008
<b>2.22 Simplify process for adults claiming Attendance Allowance.</b>	This is a simplification measure for our customers.	Makes it easier for those claiming Attendance Allowance to complete the form as the questions are in a structured format with simple tick boxes.	N/A	Roll out of the new Attendance Allowance claim form took place Autumn 2008
<b>2.23 Simplify notifications of claims for Disability and Carers' benefits which explain decisions made about individuals' benefit entitlement.</b>	This is a simplification measure for our customers.	Simpler notification provides customers with a clearer and fuller explanation of their individual entitlement.	N/A	Notification in use since 2007.

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.24 On line advice on entitlement to offer greater choice of self service options to customers who wish to use them</b>	This is a simplification measure for our customers.	Customers/ representatives will have speedier access to information via a Benefits Adviser service on the Directgov website.	N/A	-13 benefits & how to claim - implemented April 2008  -over 20 benefits & how to claim implemented October 2008
<b>2.25 Repeal of Section 6 of the Child Support Act 1991</b>	This is a simplification measure for our customers.	The Child Maintenance and Other Payments Act 2008 removed the compulsion for parents with care in receipt of benefit to apply to the Child Support Agency for child maintenance. From October 2008, they will be free to make their own arrangements. The policy is to encourage parents to make their own arrangements whilst ensuring that they are not financially disadvantaged by their decision because of the benefit rules.	N/A	Repeal came into force on 27 October 2008.
<b>2.26 Odyssey Live Intelligence Verification Exercise (OLIVE)</b>	This is a simplification measure for our customers.	To increase take up of Council Tax Benefit among pensioners by actively identifying pensioners who are entitled to Council Tax Benefit but not receiving it.	N/A	Started October 2008 Finished December 2008

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.27 Customer Transitions</b>	This is a simplification measure for our customers.	Each year approximately 180,000 customers retire and move from Jobcentre Plus to Pension Service products. Customer insight identified that a significant number of these could be managed “automatically” with minimum risk to accuracy or erroneous payments.	N/A	Customer Transitions Gate 1 approval - September 2008
<b>2.28 Extended remit for the Independent Case Examiner (ICE)</b>	This is a simplification measure for our customers.	392 extra DWP customers had their complaint addressed by the Independent Case Examiner in 2007/08 who would previously had to seek a referral from a Member of Parliament to the Ombudsman. Nearly four out of five of these were resolved quickly by brokering an agreement between the parties.  In addition: (a) Reduced cost to Ombudsman and to agencies in responding to the Ombudsman offset by cost of responding to the Ombudsman; (b) improved public service; (c) greater opportunity to brigade lessons learned from complaints and use them to feed customer insight.	N/A.	From April 2007
<b>2.29 Introducing regulations to enable child benefit disregard in assessment of HB/CTB entitlement.</b>	This is a simplification measure for our customers	The estimated potential increase in caseload is around 100,000 for HB and 200,000 for CTB. There are a further 200,000 existing HB/CTB beneficiaries who will benefit and whose cases will need reassessing to ensure they receive the added benefit as a result of the disregard.	N/A	Came into effect on 2 November 2009.

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.30 Access to CIS for Local Authorities</b>	This is a simplification measure for our customers	Providing DWP and HMRC benefit data to LA staff to assist process of Housing Benefit/Council Tax Benefit claim administration.	Initially £1.4 M.  Addition of HMRC data should yield further £8.75 M per year.	Came into effect in July 2008. Evaluated October 2009.
<b>2.31 E-Transfer Project</b>	This is a simplification measure for our customers	Replace postal and clerical processes with electronic transfer of claim information. Quicker processing of HB/CTB claims. Improved customer service.	Savings in postal costs £300k per year.  More difficult to estimate efficiency saving, but around £3 million per year.	Rolled out in September and October 2009
<b>2.32 Change to the capital threshold in Pension Credit and Housing Benefit and Council Tax Benefit for pensioners</b>	This is a simplification measure for our customers	The change will increase the current £6,000 threshold to £10,000 aligning it with the threshold for people living permanently in care homes. Two key outcomes from this measure:  <ul style="list-style-type: none"> <li>• The change will help simplify the benefit system whilst continuing to maintain the focus of help on the poorest pensioner.</li> <li>• Pensioners in receipt of income related benefits who have savings and may be impacted by the current economic downturn will benefit from the increased capital threshold.</li> </ul>	N/A	Regulations made and laid on 8 July 2009.

<b>DELIVERED SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>2.33 Improved signposting using new telephony systems.</b>	This is a simplification measure for our customers	To improve customer access to the right service first time. Customers are signposted accurately and quickly to other services, within and beyond DWP. Customers requiring specialist support or information will be transferred without the need to re-dial a second number.	N/A	Full implementation DWP wide during 2009
<b>2.34 Treatment of payments made to Service Users</b>	This is a simplification measure for our customers	To amend the Income-related benefits to disregard any expenses paid to a Service User for their participation in a Service User Group. Also to remove from the notional income rules any payments made to service users for their participation.	Negligible	Came into force on 26 October 2009

<b>DELIVERED SIMPLIFICATION MEASURES – PUBLIC SECTOR</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>3.1 ICT solution: Improve Information flows between government and local authorities</b>	Policy	<p>Department has replaced the current DWP/Local Authority information flows via the remote access terminals and electronic transfer of data reports, with a web based browser system accessing Customer Information System.</p> <p>Improved and more widespread access to information between the department and local authorities has enabled more efficient Housing and Council Tax Benefit administration.</p>	Annual savings £12.87m	May to November 2006
<b>3.2 Simplify Incapacity Benefit's permitted work and test trading rules</b>	Policy	<p>Simplifies the administrative process for customers undertaking permitted work. A customer can now undertake an initial period of permitted work for 52 weeks as opposed to 26 weeks, followed by a further 26 weeks upon further application and approval of a support officer.</p> <p>The new test trading rules allow customers to be treated as being in training as with other "work-based learning for adults" provision and brings them more in line with the arrangements for Jobseeker's Allowance/Income Support customers. Reduces administrative complexities.</p>	N/A	Introduced April 2006

<b>DELIVERED SIMPLIFICATION MEASURES – PUBLIC SECTOR</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>3.3 ICT solution: Introduction of a Fraud Referral and Intervention Management System</b>	Policy	This will provide a single national database of fraud/compliance cases.	One-off costs £32m  Annual savings £6m	June 2007 to February 2008
<b>3.4 ICT solution: Improve efficiencies through a strategic virtual contact centre network for Jobcentre Plus</b>	Policy	The network of Contact Centres in Jobcentre Plus will be linked into a single virtual network providing more efficient call answering services and a common telephone number nationally for each business line handled by those contact centres.	One-off costs £8.5m  Annual savings £5.5m  Net savings in 2010/11 (break even year) £2.9m	September 2007 to June 2008

<b>DELIVERED SIMPLIFICATION MEASURES – PUBLIC SECTOR</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>3.5 Remove the requirement for Housing Benefit/Council Tax Benefit claims and reports of changes of circumstance to be made in writing</b>	Policy  See 2.15 above also	To give Local Authorities/DWP the option of streamlining processes by accepting claims for Housing Benefit/Council Tax Benefit, or reports of changes of circumstances, by telephone or electronically.	Some one-of costs for Local Authorities which opt to make use of this  Modest longer-term net savings for Local Authorities.  Opportunity for faster administration	Came into force December 2006
<b>3.6 Improve and strengthen legislation governing the payment of Attendance Allowance/Disability Living Allowance to care home residents</b>	Policy	The changes clarify and strengthen the legislation making it easier to understand and less susceptible to judicial challenge or attempted circumvention.	N/A	Came into force October 2007

<b>DELIVERED SIMPLIFICATION MEASURES – PUBLIC SECTOR</b>				
<b>Title/initiative</b>	<b>Type of Burden</b>	<b>Description of Measure and Outcome</b>	<b>Cost saving</b>	<b>Milestones/ Deadlines</b>
<b>3.7 Improvements to the Carers' Allowance Reviews Process</b>	Policy	Annual review forms not sent out to those in receipt of Carer's Allowance.  Review forms have been replaced with an annual message about reporting changes of circumstance. Those people with underlying entitlement to CA are no longer required to return their review forms if their circumstances have not changed.	N/A	Implemented April 2008.
<b>3.8 Improve data sharing within Government through Customer Information System</b>	Policy	Provides a central repository of customer data for the Department, other Government Departments and local authorities.  This will contribute to interdepartmental sharing of information – information need not be gathered from the individual.	Annual savings £60m	Project completed December 2008

<b>FUTURE SIMPLIFICATION MEASURES – BUSINESS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>1.1 Electronic sourcing</b>	Policy	Increase the number of tenders sent and received by electronic means. The concept of electronic tenders has been tested within DWP in both the full end-to-end process and using e-auctions for part of the process.	All major tenders to commercial sector will be carried out electronically.	Savings to prospective suppliers in reduced use of paper-based documentation - typically £1,400. (Office of Government Commerce bid documentation) Potential bidders in commercial and third sector - in excess of £5,000.	All major tenders to commercial sector will be carried out electronically by April 2010.  50% of major contracts by April 2009.
<b>1.2 Electronic trading</b>	Policy	To increase the number of electronic orders placed by the Department on commercial suppliers and encourage electronic invoices replacing paper-based transactions.	100% of all commercial transactions made by electronic purchases or government procurement card enabling suppliers to reduce the use of paper and give them an opportunity to link with their in-house systems to produce a seamless transaction process.	Savings are dependant upon supplier ability to integrate systems.	By April 2010

<b>FUTURE SIMPLIFICATION MEASURES – BUSINESS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>1.3 Personalised employment programme</b>	N/A	To deliver a single integrated contracted out employment programme to all main customer groups in pilot areas, replacing the different range of programmes currently running/planned (FND, Pathways to Work NDLP).	Significant simplification for all customer groups. Will be of particular benefit in ensuring consistency of support for those who move between benefits.	N/A	Procurement began in Autumn 2009  Go Live in March 2011
<b>1.4 The Equality Bill<sup>14</sup></b>	Policy	The Bill will replace nine pieces of primary legislation and myriad pieces of secondary legislation streamlining the law. It will replace the Disability Discrimination Act (DDA) which DWP sponsors. The DDA will be repealed when the relevant provisions are commenced.	Streamlined equality law which will be easier for both those with rights, and those with responsibilities, to access and to understand.  A coherent set of disability specific provisions removing some internal inconsistencies in the DDA.	Published impact assessment estimates that overall benefits could outweigh costs by £28-£100m per year after year 1.	Subject to Royal Assent, commencement from October 2010.

<sup>14</sup> This Bill is now the responsibility of the Government Equalities Office and final costs/benefits will appear in the GEO Simplification Plan.

<b>FUTURE SIMPLIFICATION MEASURES – BUSINESS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>1.5 Consolidation Of Private Pensions Legislation</b>	Policy	To consolidate all private pensions legislation since the last consolidation took place in 1993.	All pensions legislation will be contained in once act which we make it easier for our customers to use.	The consolidation will simplify legislation saving time and money for stakeholders	Consultation planned for summer 2010.
<b>1.6 New exemptions from employer debt when a corporate restructure takes place.</b>	Policy	An employer who ceases to participate in a pension scheme will be exempted from an employer debt payment if a Restructuring Test is satisfied; and if all his assets, employees and pensions obligations are passed to another employer participating in the scheme.	This measure will benefit employers who participate in multi employer pension schemes. It will enable corporate restructures to be undertaken without triggering an employer debt. This will reduce costs and enhance employers' flexibility to reorganise to better meet competitive pressures.	Estimated savings of £100m a year for employers.	Aug 2009: draft regulations issued for consultation.  April 2010: New regulations planned to come into effect.
<b>1.7 Private Pensions Disclosure of Information requirements</b>	Policy	Simplify legislation whilst ensuring that members continue to receive important information	Pension schemes find it easier to understand requirements; facilitation of electronic communication allows information to be provided more efficiently	Administrative savings of up to £27m pa (depending on take-up)	Statutory Instrument made & laid by March 2010 for coming-into-force date of 6 April 2010

<b>FUTURE SIMPLIFICATION MEASURES – BUSINESS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>1.8 Private Pensions Restrictions on Scheme Modification</b>	Policy	Facilitate more innovative scheme design, particularly in relation to Normal Pension Age, Simplify legislation whilst protecting the pensions promise	Pension schemes find it easier to adopt innovative scheme design. Pensions schemes find it easier to make administrative changes to scheme rules	Not known	Aim to introduce any legislative changes before October 2010

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.1 More enquires dealt with more securely in one contact</b>	N/A	To allow customers access to their benefit information at a time of their choosing.	Will enable customers to track progress of claims on line and check payments for Job Seekers Allowance, Employment and Support Allowance, Income Support, Disability Living Allowance, Invalidity Benefit and Carers Allowance.	N/A	From October 2009 - Job Seekers Allowance, Employment and Support Allowance, Income Support, Disability Living Allowance  From Jan 2010 Invalidity Benefit and Carers Allowance
<b>2.2 Some change of circumstances handled and actioned once</b>	N/A	To make better use of the information already held on customers, reducing the need for duplicating requests.	Customers will not have to provide information about some change of circumstances more than once. Many customers moving from working-age benefits to pension-age benefits will not have to provide information already held.	N/A	Introduced in 2009 - next of kin only needs one contact report a death. During 2010 automating the transition from working age benefits to pension age benefits.

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT'S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.3 Rationalisation of existing employment support for Jobseeker's Allowance customers.</b>	N/A	Flexible New Deal will replace New Deal for Young People, New Deal 25+ and Employment Zones; giving providers more flexibility in supporting job seekers.	A simplified and individually-focused employment programme for all Jobseeker's Allowance customers, whatever their age, skills or barriers to work.	N/A	<p>Invitation to Tender now published, contracts to go live in October 2009.</p> <p>Invitation to Tender to be published next year, contracts to go live in October 2010.</p>
<b>2.4 Customers will no longer have to make a new claim to benefit following a sanction for 'failure to attend'.</b>	N/A	Currently customers who fail to attend a Jobcentre Plus appointment without good cause have their claim closed because entitlement to Jobseeker's Allowance has ended, which necessitates a new claim to benefit. Under the new process, customers will retain underlying entitlement thereby negating the need to go through the new claims process.	This will simplify the process for an approximately 12,000 customers each month and will be an administrative easement for staff.	N/A	Introduced as a result of the Welfare Reform Bill (Clause 26) will commence from April 2010.

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT'S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.5 Increased Disregard for parents in receipt of maintenance and benefit</b>	N/A	The introduction of the full disregard will see benefit treatment aligned with the treatment of tax credits.	More money will flow to low income families. Parents with day to day care on low incomes will not have to inform Jobcentre Plus if their maintenance arrangements change. Child maintenance will be fully disregarded when calculating Housing Benefit and Council Tax benefit claims.	N/A	October 2008: increase current disregard to £20 per week April 2010: introduction of full disregard.
<b>2.6 Child Maintenance Redesign</b>	N/A	Introduction of new process for calculating child maintenance liabilities based on gross, rather than net, income, using information from HM Revenue and Customs. The latest available tax year information will be used as the basis for the calculation, which will be fixed for a year, unless income varies by more than 25%. The new proposals are intended to come in from 2011. They build on the simplified 2003 maintenance reforms.	Using HMRC information and introducing fixed-term maintenance calculations will save staff time as we will not be pursuing parents for information they do not want to provide, nor will maintenance assessments need to be changed in the light of small changes in income. The plans will also speed up the process of calculating maintenance assessments, benefiting all parties involved.	N/A	From 2011

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.7 Public Information Review</b>	N/A	Examine all customer information channels, to ensure that we are producing information efficiently, making it available in the right formats, when our customers need it, and that they can understand it in order to make important personal decisions.	All DWP customers should see improved targeting, clarity and accessibility of information, including signposting (orientation) before and during contact with DWP and its Businesses	Estimated savings £1.5-2 million in year one	18 months duration from July 2008
<b>2.8 In and Out of Work Project</b>	N/A	To improve the service for customers going in and out of work through transformed joined-up processes.	Customers benefit by not having to make multiple contacts to claim all entitlements and through faster processing of benefits and credits.	Potentially small savings in local authorities.  Better service to the customer that helps to remove barriers to work by turning benefits ‘on’ and ‘off’ quicker and more effectively.	140 areas ‘live’ as at the beginning of August 2009.  Full rollout completed by early 2010.

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT'S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.9 Self Service Delivery</b>	N/A	DWP Change Programme Self Service Project. A phased approach to delivering on-line internet services for customers.	The provision of services that customers can access without staff intervention.		Oct 2008 Benefit Adviser Oct 2009 Benefit Enquiry Service phase 2.1 Nov 2009 State Pension on-line Jan 2010 Benefit Enquiry Service phase 2.2 Apr 2010 Changes of circumstances Jan 2011 Job Seekers Allowance claims
<b>2.10 Tell Us Once Programme</b>	N/A	Tell Us Once is a cross government programme looking into the feasibility of people being able to inform government just once of a life-changing event such as birth and bereavement. It will later include change of address.	We have run four pilots with local authorities, DWP and HMRC. We have developed Pathfinders that started in October 2008 which will offer a service in wider geographical areas using all three channels: face to face, telephone and e channel.		October 2008 – start of pathfinder August 2009 Business Case to be signed off

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.11 Pay the majority of Jobcentre Plus working age benefits a minimum of two weekly in arrears on a common pay day.</b>	Policy	Common pay days will be assigned to individuals based on the last two digits of their National Insurance number	This will remove the current mix of different pay periods (which currently includes advance, arrears, weekly and fortnightly payments), and the confusion caused when customers change from one benefit to another.		New claims from April 2009, with a phased conversion of existing cases from then until March 2011.
<b>2.12 Alignment of permitted work rules across the benefit system</b>	Policy		From April 2010, the customers in question will be able to earn up to £92 per week without any effect on their Housing Benefit/Council Tax Benefit.		Comes into effect on April 2010.
<b>2.13 Customer Information System Prompts to Local Authorities</b>	Policy	Providing DWP and HMRC benefit data to Local Authority staff to assist process of Housing Benefit/Council Tax Benefit claim administration.	Better service to customers. Reduced error. Better data sharing between Jobcentre Plus, HMRC and local authorities	£20 million	Implementation April 2010

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT’S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.14 Introduction of an integrated customer gather using the Customer Account Management System (CAM) for Employment and Support Allowance claims.</b>	Policy	To improve the service for customers making a joint claim when sick improving the level of completeness of information transferred from DWP to LAs.	Customers benefit by the system transferring information from DWP to LAs at the point of full gather completion. Any further LA contact to gather information will be reduced.	N/A	140 areas ‘live’ as at the beginning of August 2009.  Full rollout completed by early 2010.
<b>2.15 Paydays and periodicity changes for state pensions (SP and PC)</b>	Policy	Proposal will align paydays, frequency and period of payment for people who reach SP age on or after 6 April 2010 with the rules introduced in 2009 for working age benefits. (Payday allocated by NINo and benefits paid in arrears.)  Designed to improve the transition of customers when they reach pension age. Legislative and administrative changes will deliver new arrangements.	Simpler rules will improve income flow for customers as they move from one benefit to another.  Making payment in arrears reduces the overpayments that occur following death of customer.	N/A	Regulations due to come into force April 2010

<b>FUTURE SIMPLIFICATION MEASURES – DEPARTMENT'S CUSTOMERS</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>2.16 Personalised employment programme</b>	Policy	To deliver a single integrated contracted out employment programme to all main customer groups in pilot areas, replacing the different range of programmes currently running/planned (FND, Pathways to Work NDLP).  Will include testing of Gregg review of Conditionality.	Significant simplification of the customer journey for all customer groups. Will be of particular benefit in ensuring consistency of support for those who move between benefits.	N/A	Procurement begins Autumn 2009 Go Live in March 2011
<b>2.17 Disabled Workers and employed persons living in residential accommodation</b>	Policy	To remove an outdated rarely used regulation which access to benefit for disabled workers who work over 16 hours within the IS, and JSA (and for those with a disabled partner who works over 24 hours) ESA(IR). This regulation pre-dates National Minimum Wage and Human Rights legislation. Assistance is instead available to this group through Working Tax Credits.	This is a simplification measure for benefit claimants.	Negligible	Introduction in December 2009

<b>FUTURE SIMPLIFICATION MEASURES – PUBLIC SECTOR</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>3.1 Review of pensions institutions</b>	Policy	The scope for combining the functions of the Pensions Ombudsman and the Financial Ombudsman Service as recommended by the Thornton review has been examined. Government has decided to pursue a closer working initiative including improvements to signposting, simplification of the Pensions Ombudsman's procedures and rules and, where practical, sharing of resources with the Financial Ombudsman Service.	Improved customer access; more streamlined processes and greater operational resilience to cope with peaks and troughs of work.	No significant costs. Benefits predominantly non-financial through improved customer service.	The Government announced in June 2007 that it would implement recommendations made by Paul Thornton following his review of pensions institutions.  Primary legislation necessary
<b>3.2 Extend existing provisions for people to claim Disability Living Allowance and Carer's Allowance at alternative offices</b>	Policy	Local authorities and other alternative offices can receive record and forward information and evidence in respect of claims for specified benefits and all claims for Disability Living Allowance and Carer's Allowance in addition to existing specified benefits.	Improved customer experience and choice of method of contact and enhancement of the service offered by the partner organisation and the Department	N/A	Data incorporated into the local office strategic review. Feasibility study to be completed by end of December 2009

<b>FUTURE SIMPLIFICATION MEASURES – PUBLIC SECTOR</b>					
<b>Title</b>	<b>Type of Burden</b>	<b>Description of measure</b>	<b>Outcome</b>	<b>Estimated cost saving</b>	<b>Implementation timeline</b>
<b>3.3 Urgent Case Payment</b>	Policy	To remove the Urgent Case Payment provision in Income Support/Job Seekers Allowance/Employment Support Allowance(IR) and replace with normal rates of benefit	This is a simplification measure for benefit payment processes.	Negligible	Introduction in December 2009

## Annex C

REGULATORY FLOW					
Title	Nature of Burden	Description of the measure	Outcomes incl sector impacted	Estimated cost	Implementation timeline
The Occupational Pension Schemes (Scheme Funding) Regulations 2005	Administrative burden	Pensions scheme funding regulations	Private sector	£28m	30 December 2005
The Occupational Pension Schemes (Administration and Audited Accounts) (Amendment) Regulations 2005	Administrative burden	Issue of statements of contributions to pension scheme members	Private sector	£16m	6 April 2006
The Occupational Pension Schemes (Consultation by Employers and Miscellaneous Amendment) Regulations 2006	Administrative burden	Report results of consultation	Private sector	£4m	6 April 2006
The Occupational Pension Schemes (Early Leavers) Regulations 2006	Administrative burden	Calculate and Verify early leavers cash transfer sums	Private sector	£1m	6 April 2006
The Occupational and Personal Pension Schemes (Miscellaneous Amendment) Regulations 2006	Administrative burden	Relating to the issue of statements of contributions to pension scheme members	Private sector	£1m	6 April 2006

## Annex D

DATA REQUESTS MADE BY DWP TO LOCAL AUTHORITIES			
Name of data return	Purpose	Frequency of return	Status
Stats 121 – caseload stock count (IS)	To inform policy analysis and the Department's Housing Benefit /Council Tax Benefit caseload and expenditure forecasts.	Quarterly	Ceased, information now collected via the Single Housing Benefit Extract. Last returned in March 2008.
Stats 122 – caseload stock count (non-Income Support)	To inform policy analysis and the Department's Housing Benefit /Council Tax Benefit caseload and expenditure forecasts.	Quarterly	Ceased, information now collected via the Single Housing Benefit Extract. Last returned in March 2008.
Stats 124	Prior to April 2008 this was the main data source for measuring and monitoring performance of local authorities and for publishing performance statistics on HoBOD (an interactive website tool used by local authorities for bench-marking their performance against other local authorities and the national average)	Quarterly	Ceased, some information now collected via Single Housing Benefit Extract and HBRF return. Last returned in April 2008.
WIB 1 and 2 (now one form) SAFE scheme	Prior to April 2008 this was one of the main data sources for monitoring overpayments on Housing Benefit /Council Tax Benefit and informing fraud and error policy analysis.	Quarterly	Ceased, some information now collected via the Single Housing Benefit Extract. Last returned in April 2008.
WIB4b SAFE scheme	Prior to April 2008 this was used to monitor levels of fraud and error data in local authorities.	Quarterly	Ceased. Last returned in April 2008.
Housing Benefit Matching Service	Sent to DWP to carry out matching on this scan with other benefit datasets to identify possible cases for the local authority to investigate. This information is then feed back to the local authorities to help them identify fraud and error in their Housing Benefit /Council Tax Benefit caseload.	Monthly	Ceased. Decommissioned between March and December 2009 (most information will be collected via the single Housing Benefit extract)
Housing Benefit recoveries and fraud	From April 2008 this is used to monitor overpayment, fraud and recovery information and inform policy analysis/development in this area.	Quarterly	Remains [To start from April 2008] but expected to cease as a separate return by May 2010.

<b>DATA REQUESTS MADE BY DWP TO LOCAL AUTHORITIES</b>			
<b>Name of data return</b>	<b>Purpose</b>	<b>Frequency of return</b>	<b>Status</b>
Housing Benefit matching service results sheet	Sent to DWP who are then able to see how effective the matching process has been in identifying fraud and error in the local authority caseload.	Monthly	Remains, but expected to cease by September 2010
WIB4a SAFE scheme	Prior to April 2008 this was used to monitor levels of fraud and error data in local authorities.	Quarterly	Remains, but expected to cease by May 2010
Housing Benefit /Council Tax Benefit subsidy initial estimate	Information used by DWP to reimburse local authorities for the Housing and Council Tax Benefit they pay each year. Initial estimate used to set up payments for the forthcoming financial year.	Annual	Remains
Housing Benefit /Council Tax Benefit subsidy mid -year estimate.	Information used by DWP to reimburse local authorities for the Housing Benefit /Council Tax Benefit they pay each year. Mid-year estimate provided based on some current year payment information and is used to adjust monthly payments to the local authority accordingly.	Annual	Remains
Housing Benefit /Council Tax Benefit subsidy final claim	Information used by DWP to reimburse local authorities for the Housing Benefit /Council Tax Benefit they pay each year. Final year estimate provided based on all current year payment information.	Annual	Remains
Discretionary housing payments initial estimate	Information on these returns is used to reimburse local authorities for expenditure on discretionary housing payments.	Annual	Remains
Discretionary housing payments mid -year estimate	Information on these returns is used to reimburse local authorities for expenditure on discretionary housing payments. Mid-year estimate provided based on some current year payment information and is used to adjust monthly payments to the local authority accordingly.	Annual	Remains
Discretionary housing payments final claim	Information on these returns is used to reimburse local authorities for expenditure on discretionary housing payments. Final year estimate provided based on all current year payment information.	Annual	Remains

<b>DATA REQUESTS MADE BY DWP TO LOCAL AUTHORITIES</b>			
<b>Name of data return</b>	<b>Purpose</b>	<b>Frequency of return</b>	<b>Status</b>
Single Housing Benefit extract (formally known as the HBSD-IAD scan)	From April 2008 this is the main data source for policy analysis, answering of parliamentary questions, production of Housing Benefit /Council Tax Benefit national statistics, monitoring of local authority performance and for assisting in informing the Department's Housing Benefit /Council Tax Benefit caseload and expenditure forecasts.	Monthly	Remains
Workstep payment claim	Payment claim which provides details of workstep participants required from all workstep providers, of which some local authorities are.	Monthly	Remains