

Department for Work and Pensions Structural Reform Plan Monthly Implementation Update	September 2011
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**(1) Actions due to be completed in September 2011**

Section	Action	Status
1.12(iii)	Sickness Absence Review published	Not complete
6.2(ii)	Reduce follow-on queries from the 80 million automated letters issued each year	Not complete
1.3.iii	Implement the recommendations of the independent review of the Work Capability Assessment.	Complete
1.12(ii)	Phase 2 of consultation, development of policy options in preparation for publishing report and recommendations (on the independent review of sickness absence in Great Britain)	Complete
2.3(iv)	Preliminary evaluation of Work Clubs completed	Complete
2.5(v)	Preliminary evaluation of Work Together completed	Complete
4.8(ii)	Launch an alliance of organisations focused on social justice for older people	Complete
5.3(iv)	Evaluate the 'Right to Control' pilots and prepare the interim report	Complete
5.8(ii)	Support the Government Equalities Office to analyse consultation responses and announce the way forward (providing extra support for disabled people who want to apply for local or national elected office).	Complete
6.2(i)	Introduce telephony self-service to provide automated answers to queries. <sup>1</sup>	See footnote
6.6(iv)(c)	Streamline and simplify health and safety legislation by consulting on a draft voluntary code of practice to replace the current Adventure Activities Licensing Authority.	Complete

**(2) Actions due to be started by September 2011**

Section	Action	Status
1.9.(iii)	Use credit reference agency data to cleanse the stock of fraud and error in the system (end April 2012)	Work started
1.11 (iv)	Prepare legislation and lay before Parliament (Employment and Support Allowance Timelimit) (end April 2012)	Work Started
2.3(v)	Review delivery of Work Clubs and associated communications following completion of the preliminary evaluation (end Nov 2011)	Work Started
2.5(vi)	Review delivery of Work Together and associated communications following completion of the preliminary evaluation (end Nov 2011)	Work Started
1.1(vi)	Refine and update detail on the benefits and costs of implementing the Universal credit (end Oct 2011).	Work ongoing

<sup>1</sup>The Coalition's transformation of the Welfare State means that certain projects inherited from the previous Government now represent poor value for money and have a very limited lifespan.

The Department has now concluded that it is not possible to achieve a viable commercial solution for Telephony Self Service which delivers value for money and has made the decision, therefore, not to proceed with this work. The Department will continue to explore whether other telephony services may benefit from this technology and how it can best support the development and implementation of Universal Credit.

1.1(vii)	Develop a detailed plan and evaluation to identify implementation risks (for Universal Credit) in detail (end Jan 2012).	Work ongoing
1.1(viii)	Develop a cost-effective delivery model for Universal Credit (end Oct 2013).	Work ongoing
1.1(ix)	Work jointly with HM Revenue & Customs to develop a Real Time Information capability (end Mar 2013).	Work ongoing
1.1(xi)	Develop and agree the transition and migration plans for Universal Credit for October 2013 onwards (end Oct 2011).	Work ongoing
1.3(ii)	Phased national roll-out of migration of Incapacity Benefit recipients to Employment and Support Allowance (end May 2014).	Work ongoing
1.6(ii)	Develop an implementation plan to introduce a household cap so that no workless family can receive more in welfare than median after tax earnings for working households (end Dec 2011).	Work ongoing
1.9(vi)	Introduce a Mobile Regional Taskforce (end Oct 2011).	Work ongoing
1.9(vii)	Implement the benefit fraud sanctions and civil penalty introduced by the Welfare Reform Bill (and associated secondary legislation) (end Apr 2012).	Work ongoing
1.9(viii)	Introduce the new Single Fraud Investigation Service (end Apr 2013).	Work ongoing
1.9 (ix)	Introduce the new Integrated Risk and Intelligence Service (end Apr 2013).	Work ongoing
2.6(i)	Design and implement an Extension to a Work Experience placement where time to set up an apprenticeship is needed (end Nov 2011).	Work ongoing
2.6(ii)	Extend and deliver Work Experience nationally (end Apr 2013).	Work ongoing
2.6(iii)	Roll out a flexible model that combines pre-employment training with a work experience placement (end Apr 2013).	Work ongoing
2.7(iv)	Assess whether rehabilitation and employment providers are working together effectively to give a complete package of support to offenders and ex-offenders and deliver social return on investment, as part of the evaluation of pilot rehabilitation schemes (end Sep 2014).	Work ongoing
3.3(ii)	Revise strategy and implementation plan for changes to child maintenance (end Jun 2012).	Work ongoing
3.4(i)	Consider the Department's organisational structure and identify options for change aimed at improving the social impacts of policy (end Nov 2011).	Work ongoing
3.5(i)	Develop new measures of progress in improving social mobility in adulthood (end Dec 2012).	Work ongoing
3.5(ii)	Publish jointly with the Department for Business, Innovation and Skills and the Department for Education a participation strategy for 16-24 year olds (end Nov 2011).	Work ongoing
4.1(iii)	Focus resources for Pension Credit on those with lowest incomes by freezing the savings credit maximum in cash terms over the period of the Spending Review (end Apr 2014).	Work ongoing
4.2(iii)	Prepare to implement auto-enrolment into pension schemes for low and middle earners (end Oct 2012).	Work ongoing
4.3(ii)	Review the rules on employer debt incurred from pension schemes (end Oct 2011).	Work ongoing
4.3(iv)	Develop detailed proposals and legislate, if necessary, to abolish contracting out for defined contribution pensions (end Apr 2012).	Work ongoing
5.3(ii)	Run Right to Control pilots (end Dec 2012).	Work ongoing
5.7(ii)	Consult on the future of the Independent Living Fund for the period up to April 2015 (end Apr 2015).	Work ongoing
6.1(iv)	Put benefit advice and make common benefits enquiries available online (end Feb 2012).	Work ongoing
6.1(v)	To significantly improve JSA online by fully automating 75% of the processes, with	Work ongoing

	the remainder still requiring a value-added intervention from staff (end Jun 2012).	
6.1.(vi)	Increase the proportion of Jobseeker's Allowance claims made online to 80% (end Sep 2013).	Work ongoing
6.3	Simplify the transition of 200,000 people each year from working age benefits to State Pension by re-using the information we already hold and automating where possible (end Oct 2011).	Work ongoing
6.6(iv)(b)	Streamline and simplify health and safety legislation by conducting an independent review of health and safety regulations (end Nov 2011).	Work ongoing
6.6 (iv)(d)	Streamline and simplify health and safety legislation by consulting on the approach to sharing more of the Health and Safety Executive's costs with the businesses that create risks by operating outside the health and safety law (end Oct 2011).	Work ongoing
6.7	In line with the Red Tape Challenge, bring forward proposals to reduce and reform the stock of statutory instruments and regulations for which the Department has overall responsibility (end Dec 2012).	Work ongoing

### (3) Explanation of missed deadlines

In September 2011, the Department for Work and Pensions missed the following deadlines in the Structural Reform Plan:

<b>Deadline Missed</b>	<b>Reason</b>
Sickness Absence Review published.	The Government has commissioned an independent review into Sickness Absence in Great Britain. The Review has conducted a thorough analysis of the sickness absence system which has revealed a more complex range of issues than initially anticipated. To allow the Review time to fully consider the issues the analysis has raised, a brief delay in the report's publication has been agreed.
Reduce follow-on queries from the 80 million automated letters issued each year	The Coalition's transformation of the Welfare State means that certain projects inherited from the previous Government now represent poor value for money and have a very limited lifespan.  Following the successful introduction of letters for those people approaching state pension age this month, there is limited scope to improve letters in a cost-effective way before the planned introduction of Universal Credit. Although the technology underpinning the Transforming Letters Project will be re-used in Universal Credit, the programme of changes between now and the introduction of Universal Credit would be largely nugatory and the Department has decided consequently to close the Transforming Letters project early.