

DWP Stakeholder Bulletin – January 2012

Welcome to the January 2012 issue of the DWP Stakeholder Bulletin – an e-newsletter to let you know what is happening in the Department for Work and Pensions.

If you have a comment or feedback about this bulletin, please email corporate.stakeholders@dwp.gsi.gov.uk

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Personal Independence Payment update

On 16 January 2012, we published more detail on the second draft of the Personal Independence Payment assessment criteria – particularly on entitlement thresholds, impact modelling and case studies – and a consultation on the criteria.

We are seeking further views from disabled people and their organisations to ensure that we get the assessment criteria right, and the consultation will run for 15 weeks, from 16 January to 30 April 2012.

[Personal Independence Payment: assessment thresholds and consultation](#)
(DWP website)

The final draft assessment regulations will be laid later this year, subject to Royal Assent of the Bill, and will be subject to Parliamentary scrutiny through the 'affirmative procedure', which means that to become law they must be approved by both the House of Commons and the House of Lords..

[Personal Independence Payment – Policy](#) (DWP website)

Welfare Reform Bill amendments

The following amendments to the bill have been made for Personal Independence Payment:

- There will be a 3-month qualifying period and the health condition or disability must be expected to last for a further 9 months.
- People in care homes will be entitled to the mobility component so long as they satisfy the qualifying conditions.
- Two independent reports will be now be conducted; at two years and four years.

Roll out schedule

Implementation plans for Personal Independence Payment have now been agreed by Ministers.

We will begin by taking a few thousand new Personal Independence Payment claims from April 2013. Once we've tested the processes and systems, we will take new claims from all claimants from around June 2013.

Any existing Disability Living Allowance (DLA) recipients who report a change in their condition from Autumn 2013 will be reassessed for entitlement to Personal Independence Payment. This will also apply to claimants whose DLA award is due to be renewed from autumn 2013.

We will also begin a rolling schedule to inform all remaining DLA claimants about Personal Independence Payment, and about when their reassessment is due. Again, we will begin by reassessing a few thousand cases from Autumn 2013. The current planning assumption is that there will be a system of random national selection for reassessment, and we'll be looking at exactly how that will work. We will then move to full reassessment, probably in early 2014.

All existing DLA claimants will have been given the opportunity to claim Personal Independence Payment by March 2016.

The Implementation Development Group

The Personal Independence Payment Implementation Development Group, comprising people from over 50 disabled peoples' organisations, will continue to help shape delivery arrangements for the new benefit. We now have a programme of activity in place for 2012 and in the next six months will set up a number of subject-specific workshops looking at issues like the claimant journey, changes of circumstances, appeals, passported benefits and communications.

Other groups are also being set up to focus on issues that affect specific claimant groups, and comprise representatives of support organisations who work with these particular groups. Two groups have been established so far, focussing on:

- young people (16 -24) transitioning from DLA
- assistive technology for sensory impaired claimants.

We are also working closely with DWP Partner Managers as they engage with local disability and health organisations in their area. We are seeking to upskill these organisations to effectively advise people on Personal Independence Payment. To inform our approach to this, we want to understand the needs of these organisations, and views are currently being sought by DWP Partner Managers and our ongoing research with local partner organisations.

[DWP National Partnership Team](#) (DWP website)

State Pension age changes

From January 2012, The Pension Service will be writing to affected individuals born up to 5 April 1955 to advise them of their new State Pension age date and provide more general information about State Pension changes and extending working lives.

DWP are considering communications for future groups, aiming to ensure that direct mail is fully effective in letting people know about the State Pension age changes. This involves looking at whether other communication channels

could be used that would be as, or more effective, and improve cost-effectiveness.

[State Pension – Pensions and retirement planning](#) (Directgov website)

Campaign launches to tell people about automatic enrolment into a workplace pension

Starting from October 2012, all employers will be required to enrol workers into a workplace pension scheme if they are not already in one. This initiative will help people save more for their retirement.

Communications to individuals to support the launch of automatic enrolment into a workplace pension, will begin this month.

The 'individuals' campaign is aimed at two priority audience groups – the 'daunted' and the 'unprepared'; two large groups of the population, with whom it has been hard to engage on the subject of pensions.

Messages to individuals aim to increase understanding about what a workplace pension is, and of its benefits, ahead of the more detailed information they will receive when they are enrolled.

The campaign includes advertising on radio, in national press and online. It links through to the Directgov website, where people can find more information about being enrolled. From February there will be a telephone line for those without online access.

[Changes to workplace pensions starting from 2012](#) (Directgov website)

The Work Programme – new web pages

New Work Programme web pages have been created for stakeholders on the DWP website. The site brings together all the relevant information relating to the Work Programme, with links to useful documents and sites, news and real life stories from the Work Programme.

The site will be useful if you or your organisation are interested in getting involved in helping to deliver the Work Programme, if you are an employer wanting to find your local provider contact details, or if you are simply looking for more information on Work Programme.

[The Work Programme](#) (DWP website)

Building Engagement, Building Futures

Building Engagement, Building Futures is the Government's strategy to maximise the participation of 16-24 year olds in education, training and work.

Increasing the participation of 16-24 year olds in learning and employment not only makes a lasting difference to their individual lives, but is central to the Government's ambitions to improve social mobility and stimulate economic growth. The strategy has been developed jointly by DWP, the Department for Education, and the Department for Business Innovation and Skills. It sets out how reforms to schools, vocational education, skills and welfare provision will all make a significant difference to young peoples' opportunities and support.

The strategy document, further information and relevant links can be found on the DWP website.

[Building Engagement, Building Futures](#) (DWP website)

DWP Digital Services

December 2011 was 'Digital December' in DWP, as we ran a campaign that aimed to generate awareness of all our digital services and encourage channel shift amongst staff and partners. Digital services give users more control, letting them enquire and make claims whenever they want via the Directgov website.

Internet access devices will be made available to the Jobcentre network over the next three to six months. This will be a great opportunity to support our customers and claimants in accessing job search and our online services.

A new web page went live on Directgov on 11 January for our Jobseeker's Allowance (JSA) Online service. This was designed to provide quicker and simpler access, and to offer additional benefits for users.

We are working towards a target of 50% of all JSA claims being made online by the end of March 2012.

For our stakeholder asset pack:

[Digital December – getting people online](#) (DWP website)

[Jobseeker's Allowance – start a new claim online](#) (Directgov website)

European Social Fund now live

European Social Fund Support for Families with multiple problems in England went live in all the contract areas in December 2011. An announcement was made on 3 January, following the Written Ministerial statement being laid by the Minister for Employment, Chris Grayling, on 15 December.

[European Social Fund](#) (DWP website)

[£200 million payment by results scheme to help troubled families – Press release](#) (DWP website)

Re-launched Occupational Health Advice Service for smaller businesses in England

The Health for Work Adviceline, the occupational health advice service for small and medium-sized businesses in England, re-launched on 11 January 2012.

The service provides employers and employees in small and medium-sized businesses with tailored, professional and confidential health and well-being at work advice. The support provided by the service is designed to help an employer retain the services of an employee experiencing health at work problems, or support an employee in their return to work.

Building on the success of the service, and the lessons learned so far, the re-launched service provides additional ways to access support. The free telephone line (0800 0 77 88 44) is still available, while employers and employees can now also:

- access self-service information through an extensive, intelligent, on-line knowledge base
- take part in on-line communication with the support team by submitting a question, or taking part in a 'live chat'

England: 0800 0 77 88 44 or [Health for Work Adviceline](#) (NHS website)

Services providing health and well-being at work advice for small and medium-sized businesses in Scotland and Wales are also available.

Scotland: 0800 019 2211 or [Healthy Working Lives Adviceline](#) (Scottish Centre for Healthy Working Lives website)

Wales: 0800 107 0900 or [Health at Work Advice Line Wales](#) (Healthy Working Wales website)

[Improve employee health and well-being](#) (Business Link website)

DWP achieve Carbon Trust Standard re-accreditation

The Carbon Trust Standard is a mark of excellence awarded to organisations for measuring, managing and reducing their carbon emissions. We are pleased to announce that DWP has been awarded re-certification.

DWP is the largest public sector organisation to achieve this award, sharing this accolade alongside organisations such as Lloyds, Asda and M&S. Achieving the Standard is verification that DWP is a leading example to both public and private sectors in delivering carbon reductions, essential in the fight against climate change as well as reducing costs.

Through initiatives such as installing a Combined Heat and Power plant in Quarry House, behavioural changes, and implementation of new technology and estate rationalisation, DWP has reduced its carbon emissions by 33% during the last 4 years, reducing the Department's energy by around £12m a year.

Our new task of delivering a 25% reduction in greenhouse gas emissions by 2015 remains a stiff challenge, that requires the Department to continually challenge behaviours and practices to reduce energy consumption.

[DWP's Carbon Management Plan](#) (DWP website)

Civil Service Awards

DWP had several successes at the 2011 Civil Service Awards, which were described by retiring Cabinet Secretary Sir Gus O'Donnell as, "One of the highlights of my year. They provide an important opportunity to recognise the fantastic achievements of staff working across the civil service. They are also a great showcase for good practice – highlighting innovation and celebrating excellence in public service."

At a ceremony in Lancaster House attended by the Prime Minister, the Department had three winners. Craig Currie won the Communication Award for creating two digital tool kits to help understanding of Pension Credit; Peter Hull who led the project to put into place the Work Programme won the Change Management Award; and to crown a very successful night, the prestigious 'prize of prizes', the Cabinet Secretary's award, went to the Work Programme. A number of other DWP individuals and teams had also been short-listed for awards.

[Civil Service awards shortlist 2011](#) (Civil Service website)

DWP consultations

New DWP-related consultations launched since the last Stakeholder bulletin, with closing date.

[Personal Independence Payment: assessment thresholds and consultation](#) (DWP website) closing date 30 April 2012.

[Workplace Pension Reform – automatic enrolment earnings thresholds: review and revision 2012 / 2013](#) (DWP website) closing date 26 January 2012.

[Work Capability Assessment: accounting for the effects of cancer treatment – informal consultation](#) (DWP website) closing date 9 March 2012.

[Consultation on draft regulations: Child Support Management of Payments and Arrears \(Write off and Part Payment in Full and Final Satisfaction\) Amendment Regulations 2012](#) (CMEC website) closing date 12 March 2012.

[Meeting future workplace pension challenges: improving transfers and dealing with small pension pots](#) (DWP website) closing date 23 March 2012.

All current live DWP consultations and the latest published consultation responses are available on the consultation pages of the DWP website.

[Consultations](#) (DWP website)

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