

Welsh Forum

PDCS Update

Kim Archer, PDCS Deputy Director- Partnerships and Relationship Development

**Pension, Disability
and Carers Service**

Department for Work and Pensions

PDCS – Strategic objectives 2011/12

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

Every month, on average we:

Process

- over 28,000 claims for Attendance Allowance
- over 20,000 claims for Carers Allowance
- over 38,000 claims for Disability Living Allowance
- over 18,000 claims for Pension Credit
- over 42,000 claims for State Pension

Answer

- over 1.6 million telephone calls

See

- over 57,000 customers face to face in their home or in a place convenient to them

Expect to issue

- over 70,000 pension forecasts on request

Our performance standards for 2011/12

Benefit Take-up

- 180,000 new **Pension Credit** applications

Accuracy rates

- 94% on decisions on claims for **Attendance Allowance**
- 98% on **Carers Allowance**
- 94% on decisions on claims for **Disability Living Allowance**
- 94% on **Pension Credit** new claims and changes of circumstances
- 98% on **State Pension** new claims and changes of circumstance

Our performance standards for 2011/12

Speed of Payment

- Attendance Allowance within an average of 16 days or less
- Carers Allowance within an average of 13 days or less
- Disability Living Allowance within an average of 37.7 days or less
- Pension Credit (measured from date all evidence is received) within an average of 15 days or less
- 95% of new claims for State Pension within 60 days or less

Fraud and Error

- Reduce the proportion of benefit overpaid due to fraud and error in Pension Credit to 3.9% by March 2011

Telephony

- 93% of calls to our telephone service are answered first time
- Less than 1% of calls to our telephone service receive the engaged

By the End of March 2011

With effort and a lot of hard work we will have **met most of these targets**

We will have **served many millions of customers** well or very well

Our customers

- 98% of customers said our staff were **polite and treated them with respect**
- 96% per cent said they also **listened to** what they had to say
- 92% of customers said that they were **satisfied or very satisfied** with our services
- 60% of our customers said they would **speak highly** of the Agency with 32% saying they would **do so without being asked**



In Wales...

- **Swansea Welsh Telephony** - during April to December 2010 exemplar performance was recognised in the form of **three National awards**; Best Performer Telephony (on two occasions) and one award for highly commended Telephony Service
- **PDCS Welsh Language Unit (WLU)** - merging DCS and TPS WLUs by the end of March 2011 to create an **enhanced WLU for PDCS**
- **DWP Bereavement Service and Tell Us Once** - **successfully introduced** these 2 new initiatives into PDCS in the last year and have dedicated Welsh officers available to provide this service to not just PDCS customers but also to Jobcentre Plus customers

But...

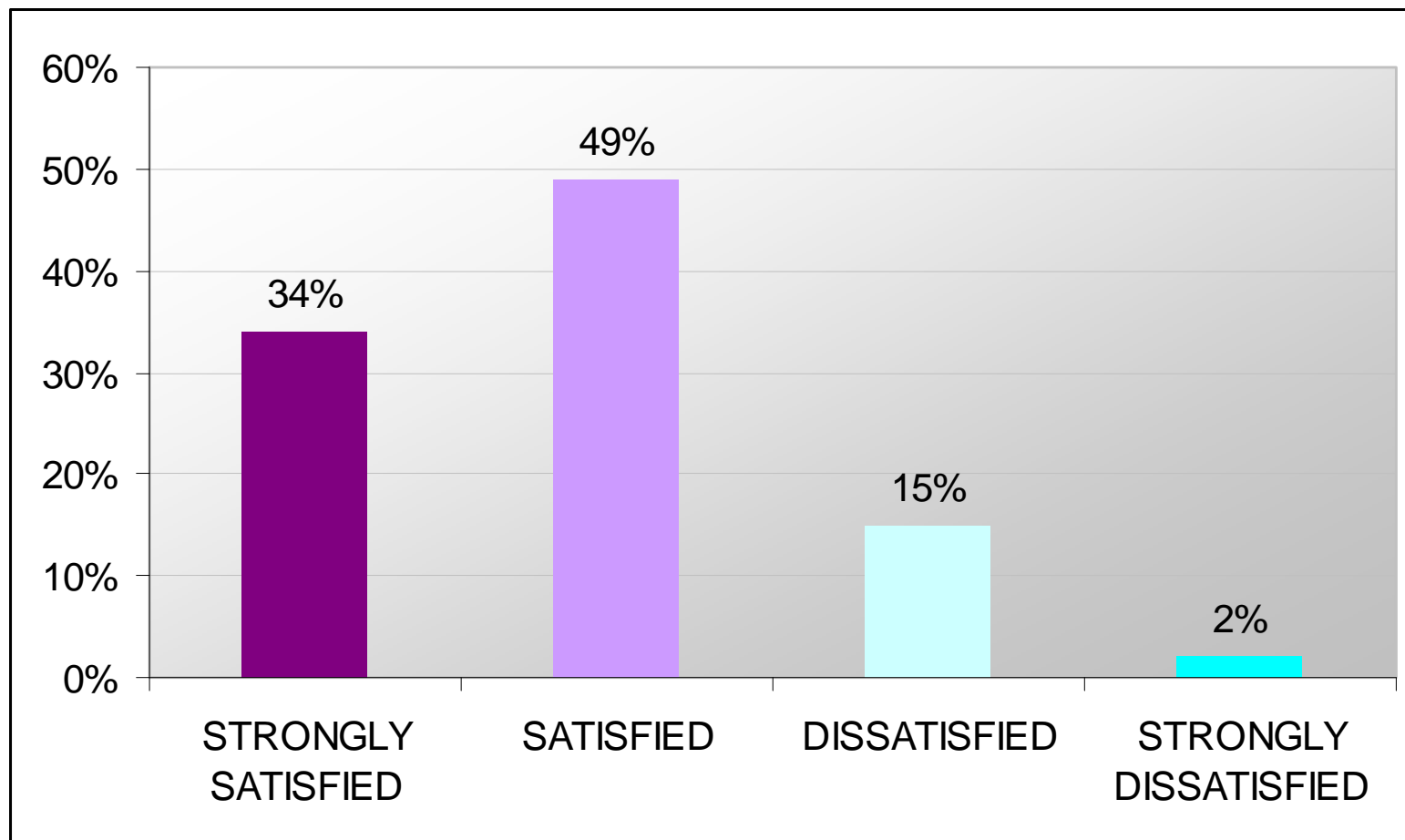
We are doing more than just hitting targets – we are looking to **continuously improve**:

- 9 complaints pathfinders – including Swansea
- Community 10,000
- Combining to Care

Improvements big and small

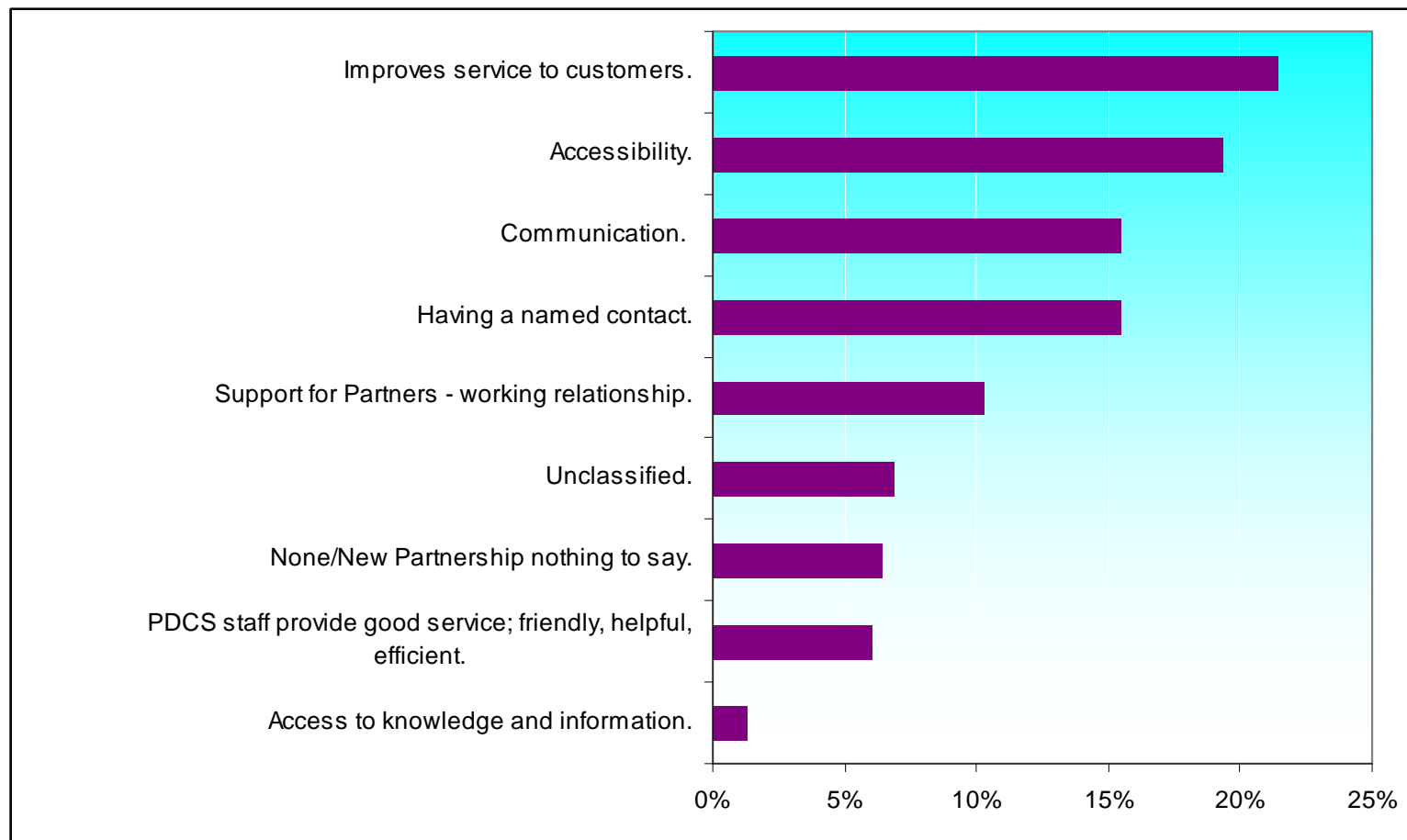
- Introduced a **new State Pension Mail Pack**
- Provided a Pension Credit **on line calculator**
- Introduced the **new Carer's Credit** to widen State Provision for parents and carers
- **Direct mailed women** impacted by the changes in State Pension age
- Tested a **new claim DLA claim pack for children**
- **Targeted** local service on the most **vulnerable customers**
- **Extended local service** to JCP customers
- More e services – **state pension on line**
- Introduced new **partnership managers**

Overall, how satisfied are you with PDCS as an organisation?



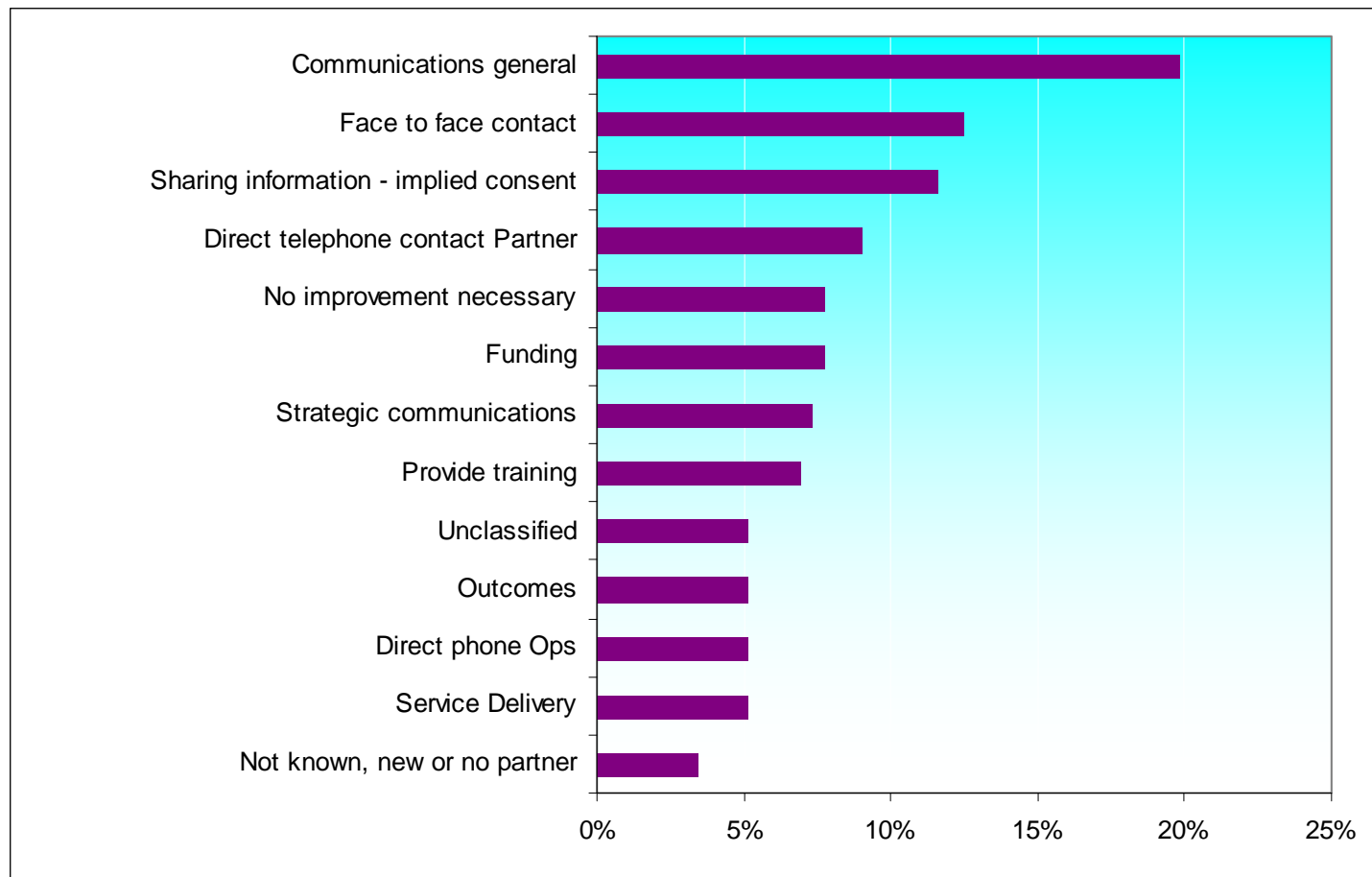
Sample base = 239

What would you say is the best thing about your partnership with PDCS?



Sample base = 233

What would be the biggest positive improvement we could make to our partnership with you?



Sample base = 232

Next Year – 2011/12

- Preparing to implement **welfare reform**
- Keeping our eye on **the day job**
- Maintaining the focus on **accuracy and reducing error**
- Being more **efficient**
- Persuading everyone to use the **most efficient channel**
- Working with **stakeholders and partners** to ensure they are aware of the benefit changes and helping them to up-skill their staff

Looking a little further ahead

Welfare Reform

It is **too soon to make firm plans** for the changes in the Welfare Reform Bill but much will change;

- Welfare Reform
 - Introduction of **Universal Credit**
- State Pension Reform
 - **extension** of state pension age
- DLA Reform
 - Replaced by a **Personal Independence Payment (PIP)**
 - Adult caseload subject to a new, **objective assessment**
 - **Mobility component** removed from customers in care/residential homes
- **Housing Benefit** legislation process due to start

Any questions?