

First Assessment Period Improvements

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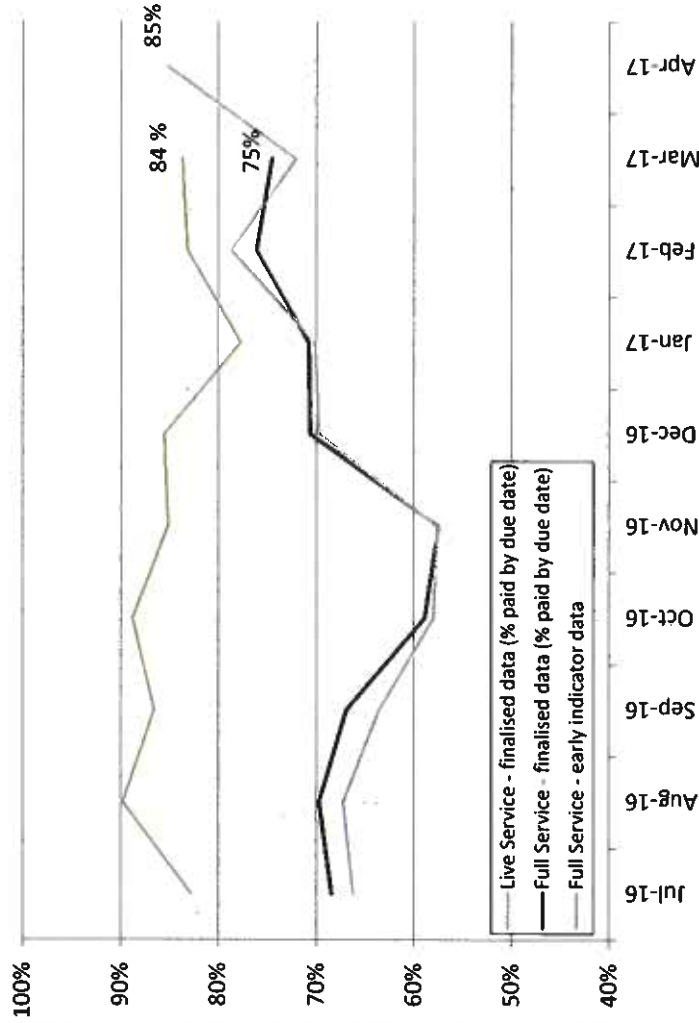
Summary

- In February we started work to increase % claimants receiving payment in first assessment period
- Operations started campaign to embed case management and focus on 1st assessment period critical path
- Product development delivered feature improvements that target pain points
- Operations performance improved substantially
- Payment timeliness is consistently tracking in a positive direction – this month indicating 85%
- Analysis underway to establish a realistic target for payment timeliness

Payment Timeliness

Payment timeliness, split by UC service:

First AP - proportion of claimants receiving at least some of their award on time (by payment date).



The measure: For claimants that receive their first payment for their first AP in the given month, what proportion are paid on time. This may not represent their full payment for the AP. This measure of lateness will not change retrospectively.

Source: Finalised data (UC Analysis Division) - Central Payment System data linked to Full Service and Live Service build data. Covers non-zero UC payments made through CPS.

Live Service performance for the First AP has increased slightly: In Mar-17, 84% of First APs received some payment on-time.

Performance between 80-90% has been typical for Live Service.

Full Service performance for the First AP is almost flat compared with last month – there was only a small dip from February to March. In Mar-17, 75% of First APs received some payment on-time (compared with 76% in Feb-17).

However Full Service early indicator data suggests performance for the First AP may increase significantly in April.

Further work is ongoing to examine the cause of this increase – it is likely to have been a combination of things. On the whole it is reflected across the majority of sites and types of claim.

First AP Spike – problem statements and progress

Problem Statement	Activities	Progress
<p>The statement does not bring in the right evidence when required, and also struggle to understand what to do next and why.</p>	<ul style="list-style-type: none"> Reminder emails sent at point of booking appointment Reminder emails sent 24 hours before appointment Reminder email with details of documents required Send out improvements to applicants regarding to better "stand and prepare for initial Evidence Interview" to-do's 	<ul style="list-style-type: none"> Done – next out release 60 in analysis Done – Only just released
<p>The evidence burden is too great – volume of evidence required as well as time taken scanning and uploading</p>	<ul style="list-style-type: none"> Previously child care costs and capital had to be scanned, and there was confusion regarding self employed earnings. Now only Private Rented Sector (PRS) tenancy agreements and some documents related to the Habitual Residency Test (HRT) are now required to be scanned No requirement for evidence to be provided when capital and savings are below £6,000 	<ul style="list-style-type: none"> Done – release 60 Done release 63
<p>Too many appointments – volume of appointments, variation in time and scheduling practices delay</p>	<ul style="list-style-type: none"> Remove unnecessary appointments from Booking Bag appointment system Improvements to Booking Bag to allow for segmentation of dates First pilot in Ely of a combined initial evidence interview and Claimant Commitment Move the "Prepare Claimant Commitment" to-do to first declaration to support the combining of appointments 	<ul style="list-style-type: none"> 19 appointments removed from original BBS. More to come. Expected in Feb First pilot completed – lessons learned being reviewed In April, expected to be complete by end of May
<p>Decisions and processes happen too late in the first AP</p>	<ul style="list-style-type: none"> Move the process to link a claimant in CIS (Check CIS to-do) from the Service Centre to a Work Coach activity as part of the Initial Evidence Interview 	<ul style="list-style-type: none"> Analysis and risk assessment complete, paper going to Business Design Authority (BDA) to confirm we can move ahead with implementation Done – release 60 Done, but communications will be ongoing as we make further changes
<p>Part of housing staff are not enabled to help</p>	<ul style="list-style-type: none"> Training package developed Approval for access to LACS Implementation 	<ul style="list-style-type: none"> A dry run of way that been developed Done Paper going to BDA to confirm we can move ahead with implementation



Other contributing work streams – since February 2017

Increasing the proportion of payments going through autocalc and autopay

- R61 (mid March) – enabled autopay for cases with debt deductions taking use of autopay to over 80%
- R64 (end April) – enabled 'trusting' the calculation of cases with just one debt (ie no agent involvement) taking use of autocalc to over 40%

Prove You Can Apply – 80% of simple HRT decisions now go through this much quicker process and no longer require a Decision Maker Agent Dashboard for Case Managers - making it easier to find:

- cases that are ready to be paid
- cases that are blocked (including whether they have reached a payment date and what job role needs to take action to unblock)
- cases where some verification action is required to ensure that the payment we make is accurate

Significant transformation of operations to embed a case management approach by seeding and spreading the practice, creating benchmarks to drive focus on key AP1 actions and strengthening connections between jobcentres and service centres to own end to end service

Some of the features coming soon:

- Allocation to Decision Maker tool – releasing members of staff to make decisions rather than allocate cases
- Increasing remote bank account verification by improvements to Bank Wizard Absolute
- First integration with Booking Bug to speed up appointment booking

Conclusions

- Operations and product development have effected significant change in a short period collaborating on a problem area
- A repeatable process for addressing complex problems has been created. Now being used for vulnerable claimants work
- Further increase to AP1 payments still expected given changes still to come
- Assumption that 85%-90% is an acceptable target for October 2017
- Long term target depends on analysis of % payments delayed due to action by others