

Touchbase

June 2012

Welcome to your monthly e-zine!



Welcome to the June edition of Touchbase. Time seems to be moving along very quickly and we're already nearly halfway through the year!

The impact of the Welfare Reform Act can be seen as work is taking place to get DWP ready for the changes. For Universal Credit, the offices from both DWP and HMRC that have been selected to deliver the first phase of Universal Credit have been announced. The two departments are also working together on a pilot that shares Pay As You Earn information.

Work to introduce Personal Independence Payment continues and we have news about how DWP's partner managers will support its implementation.

We have a look at work outside DWP, with articles about the Paralympic Games and a European Union project to bring people from different generations together.

I hope you find Touchbase useful. We want to make sure that it is meeting your needs so we are running a [short survey about Touchbase](#) to get your thoughts. This should take no longer than a couple of minutes to complete.

If you have any suggestions for future articles and topics we should cover, please tell us. If you'd like to contribute to a future edition, for example giving others an overview of your organisation's work, send an email with the details.

You and your colleagues can register for an e-alert which you'll receive when Touchbase is published on the DWP [Advisers and Intermediaries website](#).

In this issue

Universal Credit

Site selection, pathfinders and migration

Universal Credit RTI pilot

Introducing HMRC's Real Time Information - a key Government priority

Personal Independence Payment

Work continues towards implementation

Paralympic Games 2012

How the Games will impact on disabled people in the UK

Generations@School project

Building closer relationships between generations

Carers Week

Awareness week runs from 18 to 24 June

Other news in brief

Roundup of other news



To provide feedback on Touchbase email corporate.stakeholders@dwp.gsi.gov.uk



Universal Credit

News about site selection, pathfinders and migration

Universal Credit will go live in October 2013. Details about the plans for the introduction have been announced.

Processing service centres

DWP and HMRC have announced the sites that will deliver the telephony and processing services for the first phases of Universal Credit from October 2013.

DWP Benefit Processing Centres

- Birkenhead
- Bolton
- Canterbury
- Cosham
- Glasgow
- Sunderland
- Wolverhampton
- Wrexham

DWP Telephony Contact Centres

- Bangor
- Bootle
- Derby
- Dundee
- Grimsby
- Makerfield
- Middlesbrough
- Paisley

HMRC sites

- Blackpool (Ryscar House)
- Merry Hill Contact Centre

Telephony and processing sites that are not listed will continue to deliver existing benefits. Further sites that will deliver Universal Credit will be announced in spring 2013 and 2014.

Pathfinder area

DWP announced the location of the pathfinder area on 24 May 2012. The pathfinder is an early implementation of Universal Credit and is planned to start towards the end of April 2013. The pathfinder will mirror as closely as possible, but not completely, the launch of Universal Credit in October 2013. DWP will learn from the pathfinder to prepare for the launch.

The Pathfinder will operate in several Jobcentre locations in the Greater Manchester East and West and Greater Manchester Central and Cheshire districts.

The specific Jobcentres that will provide the face-to-face services and the service centres that will provide benefit processing and telephony support for the pathfinder are still to be announced.

More details on the pathfinder will be in the July edition of Touchbase.

Migration to Universal Credit

Working with HMRC and local authorities, DWP has agreed that Universal Credit will be introduced in one district per region in October 2013 and then be rolled out to the remaining districts. By mid 2014 all new benefit claims for those in and out of work will be for Universal Credit.

The migration of existing claimants to Universal Credit will take place over a four-year period between 2013 and 2017. Plans are being made for the migration and more details will be available in the summer.

HMRC piloting Real Time Information

HM Revenue and Customs (HMRC) Real Time Information (RTI) Programme is a key Government priority. It aims to improve the operation of Pay As You Earn (PAYE) by making the system better for taxpayers, and easier for employers and HMRC to administer.

RTI works by employers and pension providers telling HMRC about PAYE payments when they are made as part of their payroll process. This is instead of the current process of telling HMRC at the end of each tax year.

RTI is integral to Universal Credit. HMRC will provide the information it receives to DWP. This will support the calculation of Universal Credit payments.

HMRC is running a year-long pilot to test the system and the support it provides to customers. This will help solve any issues before all remaining employers and pension providers start to use the system in 2013.

The pilot started on 11 April 2012 with 10 employers, including HMRC and this was successful. HMRC has extended the pilot to a further 310 employers and pension providers, who will join in by the end of June. The number of employers involved in the pilot will gradually increase until March 2013, when HMRC hopes to have up to 250,000 employers taking part.

Most employers will start to submit PAYE information in real time from April 2013 and all employers will routinely send information to HMRC by October 2013.

HMRC is working closely with these employers and their software providers to make sure their data submissions run smoothly. This includes the availability of a dedicated support team and detailed guidance.



[Read more about Real Time Information on the HMRC website.](#)

“Most employers will start to submit PAYE information in real time from April 2013 and all employers will routinely send information to HMRC by October 2013.”

Personal Independence Payment

Work continues towards implementation

DWP partner managers

A series of in-house Personal Independence Payment (PIP) awareness sessions have taken place for DWP partner managers. The aim of the sessions was to ensure these managers have a good understanding of the PIP implementation plans. They will be able use the information when meeting with organisations who represent and advise potential PIP claimants.

DWP partner managers are an important part of DWP's approach to make sure that organisations have the information, tools, guidance and support they need for the introduction of PIP.

Details of local [DWP partner managers](#) are on the DWP website.

Response to Select Committee report

The Government response to the Work and Pensions Select Committee report 'Support towards the additional living costs of working-age disabled people' has been published.

The report supported the need to reform Disability Living Allowance (DLA) and highlighted the good work DWP has undertaken to involve disabled people in developing PIP.

“DWP partner managers are an important part of DWP's approach to make sure that organisations have the information, tools, guidance and support they need for the introduction of PIP.”

DWP has assured the Select Committee that all the recommendations made in the report will be considered. This is part of the ongoing work to develop the way in which the new benefit is delivered and administered.

PIP user centred design research report

A [report summarising insight from research with claimants](#) is available on the DWP website.

The research looked at how the application process for PIP could be designed to meet the needs of existing DLA claimants and potential PIP claimants. People were asked to describe the ideal application process for the new benefit by thinking about their experiences of other application processes.

DWP is using the findings to inform the detailed design work for the new benefit.



[Read more about Personal Independence Payment on the DWP website.](#)

Paralympic Games 2012

How the Games will affect on disabled people in the UK

The London 2012 Paralympic Games will be the most accessible and inclusive games to date. They will foster equality of opportunity for disabled people to participate in sports and other areas of life.

UK companies are supporting the event and disabled people in different ways:

- Sainsbury's is providing sponsorship for disabled athletes
- Channel 4 will broadcast 150 hours of Games coverage and at least half the presenters will be disabled journalists.

Disabled people have played a fundamental role in every aspect of the planning, construction and staging of the Games, as employers, employees and volunteers.

The Games legacy will also benefit disabled people. Long-term, it is hoped that society's perception of disabled people will be transformed. Legacy projects include:

- A new investment of £2.8 million to increase the number of disabled people taking part in sport
- Upgrading London's transport system so there will be 65 Underground stations with step-free access by the start of the Games, as well as improvements to railway stations and airports

- London authorities are working to make the city more accessible for disabled visitors, such as increasing the number of accessible hotels.

The greatest impact could be the positive contribution made to help disabled people achieve their potential in all areas of life.

Maria Miller, Minister for Disabled People, said: “The Games offer a great opportunity to challenge outdated perceptions and help make further progress towards equality of opportunity for disabled people in the UK. They will showcase the talents and sporting expertise of disabled people competing on a world stage and act as a catalyst for our sporting talents of the future. I am really pleased by the initiatives underway to develop and strengthen disability sport and I hope we are left with a lasting positive legacy for disabled people and a positive experience for all in 2012.”

Key dates and information

7 June 2012: 2012 hours to go to the Paralympic opening ceremony

28 August 2012: Paralympic Flame Festival at Stoke Mandeville Hospital

29 August 2012: Paralympic Games Opening Ceremony

9 September 2012: Paralympic Games Closing Ceremony



[Read more about the Games on the British Paralympic Association website.](#) The [Parasport website](#) contains details about opportunities for disabled people.

UK launch of the Generations@School

project

Building closer relationships between generations


Actress Lynda Bellingham went back to school on 25 April 2012 in Edinburgh for the UK launch of the [Generations@School project](#). Sciennes Primary School invited members of the St Catherine's Argyle Church Lunch Club into their classrooms to build closer relationships between people of different generations.

The project is part of the 2012 European Year for Active Ageing and Solidarity between Generations. It aims to bring pupils and older people together in schools to discuss how they can join forces to develop a better understanding between generations. The project also coincided with the European Day of Solidarity Between Generations on Sunday 29 April.

Schools can host events until the summer, and those wanting to take part in the project can find further information and



resources at the [Generations@School website](#). They can [upload photographs from their event](#) and these will become part of this European initiative.

 **Read more about the [Generations@School project launch event \(EU website\)](#). If you have any questions about the project, please contact the [DWP Active Ageing team](#).**

Carers Week

Awareness week runs from 18 to 24 June

[Carers Week](#) is a partnership of eight national charities who join together to fund and organise the largest national awareness week in the UK. The week celebrates and recognises carers for the contribution they make to those who they care for.

This year's theme is 'In sickness and in health'. It focuses on getting greater support for unpaid carers to help them continue in their caring role without facing ill-health, stress or financial worry.

At some point in our lives everyone will be involved in looking after an older relative, a sick friend or a disabled family member. Here are some key facts:


- Six million people in the UK are caring right now, which equates to 10 per cent of the population
- Hidden carers can often be those under 18 years old. There are 174,995 young people under the age of 18 who provide care, with over 13,000 providing care for 50 hours or more a week
- There are three million people who combine work with caring responsibilities, which is roughly one in eight workers in the UK.

TV presenter John Stapleton cared for his mum who had Parkinson's Disease and then for his wife, Lynne Faulds Wood, when she contracted bowel cancer.

He said: "Working without pay and often with little recognition, many carers give up their lives as they once knew them, but never give up on caring. They are not the forgotten few, but the forgotten millions. This Carers Week let's speak up for carers - let's not leave them isolated and lonely, financially, physically and emotionally broke. Let's start caring for the carers, give them back a life of their own."

People from DWP will be attending and supporting many events around the UK, including:

- 18 June - [MENCAP](#) event in Nottingham
- 19 June - [York Carers](#) event at York Guildhall
- 21 June - [Local Solutions](#) at St George's Hall, Liverpool.

 **Look out for the many activities that will be taking place around the UK in support of [Carers Week](#). For further information about the support available for carers, visit the [Directgov website](#).**

Other news in brief...

Tell Us Once service making a difference


DWP has joined with local authorities and other government departments to make reporting a birth or bereavement easier.

The Tell Us Once (TUO) service is available in 80 per cent of local authorities in England, Scotland and Wales. Coverage will rise to around 95 per cent in the next few months.

The service tells up to 28 key local and central government departments about the changes that may affect:

- State Pension
- Council Tax benefit
- UK Passports
- Personal taxation.

After registering the birth or death, people can access TUO through a face to face interview. Bereaved people can also choose a telephone service or an online service on the Directgov website.

 Read more on the Directgov website about [telling the Government about a birth and telling the Government about a death](#).

Wage incentives – part of the Youth Contract

Wage incentives can be claimed by employers who employ an 18-to-24 year old who is taking part in the Work Programme. DWP will pay the employer £2,275 if a young person is recruited into full-time work and is still in employment after 26 weeks. A part-time rate is also available for when a young person is working between 16 and 29 hours a week.


Employers who are interested, have current vacancies, or expect to have vacancies in the future, should contact their local Work Programme providers to discuss their needs.

 The [contact details of providers](#) are on the DWP website.

Employment and Support Allowance claimant journey

An Employment and Support Allowance (ESA) claimant journey information pack is now available on the DWP website. The pack is a support tool for customer representative groups to use when helping ESA claimants. It sets out what will happen for a new claim to ESA from the initial contact with DWP through to the end of a claim.

The pack explains:

- What claimants can expect as part of their new ESA claim
 - How ESA works
 - What back-to-work support is available
 - The improvements being made to ESA
 - How changes to ESA affect the claimant journey and support wider welfare reform.
-  Take a look at the [ESA claimant journey](#) on the DWP website. The page also contains links to further information on ESA.

Online services

Online services put people in greater control of their jobseeking and benefit activity. They can access information when it is convenient for them and at their own pace. In today's increasing digital labour market, many jobs are only advertised online.

People who have computer skills are more likely to find a job and could earn more. They can be encouraged to:

- Learn about the internet
- Search the web
- Set up an email account.

 [Go-ON](#) have joined with Broadband Delivery UK to promote Go ON campaigns to local authorities. In some areas, the Adult Learning and Skills service is building Go ON into their activity programmes. They will offer free bite-size courses.

Continued on next page...

Other news in brief...


Industrial Injuries Advisory Council public meeting

The Industrial Injuries Advisory Council (IIAC) has its next public meeting on 28 June 2012 at Weetwood Hall Conference Centre and Hotel, Otley Road, Leeds.

The meeting is for members of the public and people with a professional interest in occupational diseases and the industrial injuries scheme.

This meeting will:

- Give an opportunity to learn about the work of the Council
- Describe the process of prescribing occupational diseases for the purposes of industrial injuries disablement benefit
- Seek public opinion about new issues of concern in occupational health
- Provide an opportunity to contribute views and ideas about issues that IIAC should look at and on IIAC's future programme.

 Find out more about [IIAC and its work](#) (IIAC website)


 For more information, please contact [Zarina Hajee](#), IIAC Secretariat on 020 7449 5619.

Benefit cap

In May 2012, DWP wrote to all claimants it believes will potentially be affected by the benefit cap, which will be introduced in April 2013. The letters told claimants that they may be affected by the change and encouraged them to contact DWP and other agencies. This advice was given so that claimants get:

- Help to understand the impact of the cap
- Support to change their circumstances to reduce the cap's effects.

DWP accepts that information held about claimants may not always reflect their current situation because of a change of circumstances. DWP is making extra checks to ensure the accuracy of the data held. Jobcentre Plus will contact anyone who is found to be exempt from the cap.

 Further information on the cap can be found on the [benefit cap pages of the DWP website](#).