

# 21<sup>st</sup> Century Welfare Reform



**Filename:** 21<sup>st</sup> Century Welfare Reform – Local Presentation  
**Date:** 10/11/10

jobcentreplus

Part of the Department  
for Work and Pensions

# Welfare Reform Update

- Universal Credit
- The Work Programme
- IB Reassessment
- Get Britain Working
  - Work Together
  - Work Clubs
  - Work Experience
  - Work For Yourself
  - Service Academies
  - New Enterprise Allowance
- Digital Services

# Incapacity Benefit Reassessment Why?

- 2.6 Million nationally –D&C 58,670
- Evidence that with the right support, people could and want to work although the current system doesn't give this option
- Moving people into ESA / JSA will give the right help and support
- Concentrating on what people can do rather than only focusing on what they can't.

# Devon and Cornwall Volumes of IB / ESA Customers at May 2010

Parliamentary Constituency	Total	Incapacity Benefit	Severe Disablement Allowance	Mental	Nervous System	Respiratory or Circulatory	Musculoskeletal	Injury, poisoning	Other
St Ives	3,280	2,980	300	1,290	250	200	645	205	690
Camborne and Redruth	3,815	3,400	415	1,595	275	185	720	215	825
Truro and Falmouth	2,660	2,345	315	1,185	250	125	405	145	550
St Austell and Newquay	3,685	3,280	405	1,475	280	230	665	230	805
South East Cornwall	2,860	2,550	310	1,065	235	190	540	190	640
North Cornwall	2,815	2,460	355	1,055	230	160	550	195	625
<b>Cornwall</b>	<b>19,115</b>	<b>17,015</b>	<b>2,100</b>	<b>7,665</b>	<b>1,520</b>	<b>1,090</b>	<b>3,525</b>	<b>1,180</b>	<b>4,135</b>
Plymouth, Sutton and Devonport	5,620	5,070	550	3,045	260	265	810	220	1,020
Plymouth, Moor View	4,635	4,120	515	1,945	240	280	945	260	965
South West Devon	2,090	1,820	270	810	200	120	410	120	430
Torridge and West Devon	3,115	2,635	480	1,355	260	190	495	160	655
Totnes	2,895	2,545	350	1,225	240	170	470	135	655
Torbay	4,965	4,365	600	2,305	315	260	775	210	1,100
Newton Abbot	2,765	2,350	415	1,165	215	165	425	130	665
Central Devon	2,175	1,785	390	835	235	145	330	105	525
Exeter	3,685	3,180	505	1,770	290	165	440	165	855
North Devon	2,960	2,595	365	1,420	220	195	425	130	570
East Devon	2,235	1,890	345	920	180	110	360	125	540
Tiverton and Honiton	2,415	2,025	390	970	210	140	380	115	600
<b>Devon</b>	<b>39,555</b>	<b>34,380</b>	<b>5,175</b>	<b>17,765</b>	<b>2,865</b>	<b>2,205</b>	<b>6,265</b>	<b>1,875</b>	<b>8,580</b>
<b>Devon &amp; Cornwall</b>	<b>58,670</b>	<b>51,395</b>	<b>7,275</b>	<b>25,430</b>	<b>4,385</b>	<b>3,295</b>	<b>9,790</b>	<b>3,055</b>	<b>12,715</b>

## The Evidence

Long periods out of work can contribute to

- 2 – 3 times decrease in general health
- 2 – 3 times increase in Mental Health problems
- 20% greater risk of mortality.

*Source – Waddell, Burton “Is work good for your health and wellbeing? ”: 2006*

## WCA Changes – Spring 2011

- Work Capability Assessment – subject to regular review and further improvements
- Government to consult on plans to reassess DLA claims
- Ensure individuals awaiting or between courses of chemotherapy are treated in the same way as those already receiving it
- Improve recognition of how exhaustion can limit functional capacity to work
- Simplify and clarify the language of the descriptors
- Expand the ESA support group to cover people with certain communication problems and severe disability due to mental health conditions
- Ensure that appropriate account is taken of how an individual adapts to their condition or disability

## How will the changes affect customers?

- Trials ongoing
- Existing IB customers will have claims reassessed between February 2011 and 2014.
- ATOS Healthcare will carry out work capability assessment (WCA) on majority of people.
- Customers receive current benefit until WCA outcome known

# What happens after Work Capability Assessment?

- Employment Support Allowance
  - Work Related Activity Group
  - Support Group
- JSA
- Income Support

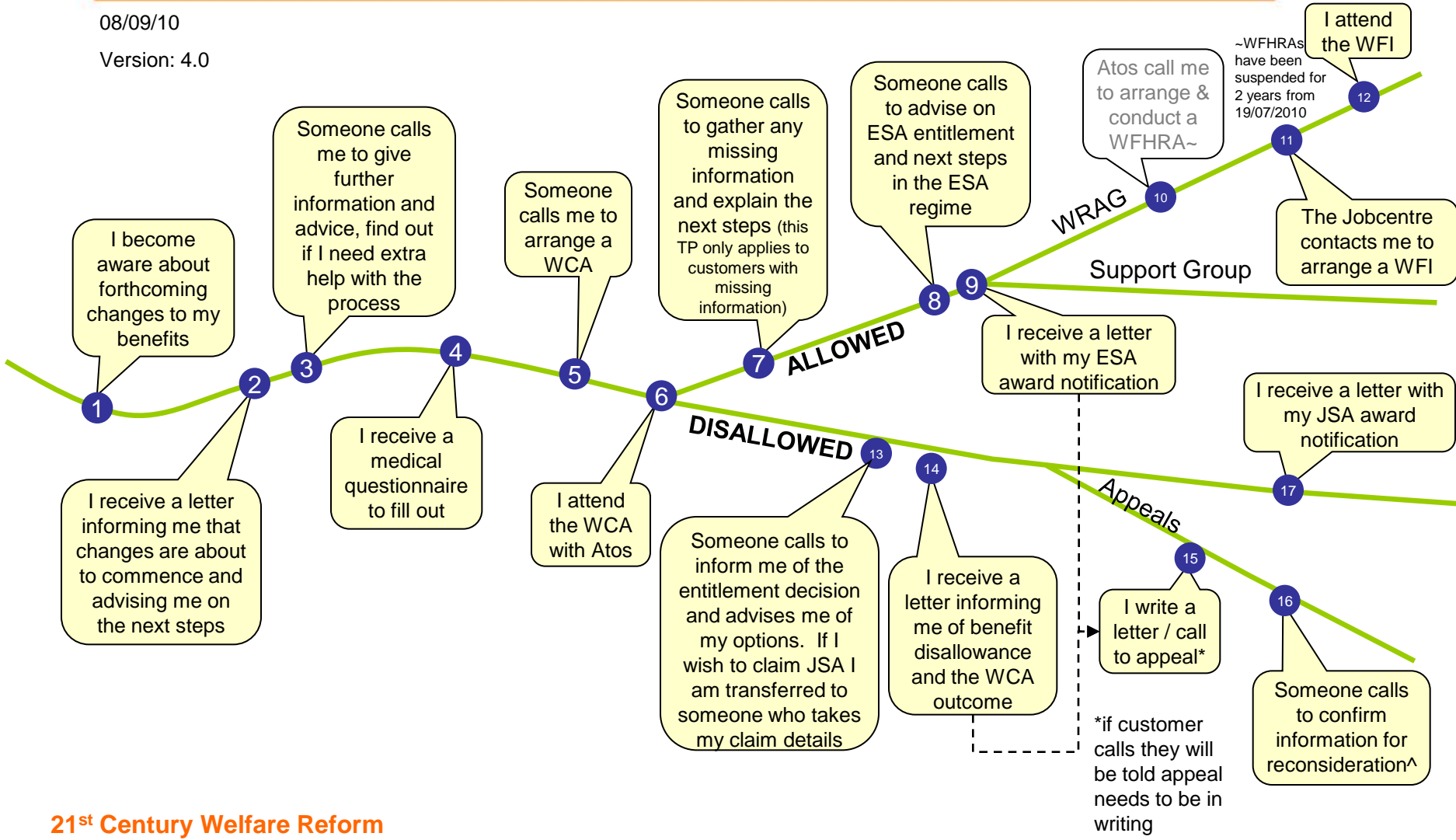
# Summary of Customer Groups Identified with average duration and proportion

<b>Customer group</b>	<b>Average duration on Incapacity benefits</b>	<b>Proportion of reassessment population</b>
Aged 35-55 with other physical conditions	7.7 years	18%
Men aged 55-60	8.6 years	9%
Aged 35-55 with musculo-skeletal conditions	7.8 years	9%
Aged under 35	5.7 years	12%
Aged 35-55 with mental conditions	7.8 years	24%
< 5 years from state pension age	9.7 years	5%
IB Youth and SDA claimants	11.7 years	15%
Over 15 years on incapacity benefits	16 years	8%

# Customer Journey

08/09/10

Version: 4.0



## Appealing A Decision

If the customer is not happy with the decision, they will have to appeal in writing within a calendar month

JCP will look at the original decision

## Concentrating on what people can do rather than only focusing on what they can't

There is growing evidence that work can:

- promote recovery from both mental and physical health problems
- minimise the risk of the physical, mental and social effects of long-term unemployment such as social exclusion and poverty

*Source - Black: Carol, 'Working for a Healthier Tomorrow, Review of the Health of Britain's Working Population': 2008*

# Devon and Cornwall Current ATOS healthcare centres

## **Barnstaple Medical Examination Centre**

Princess House  
Queen Street  
Barnstaple  
North Devon EX32 8HD

## **Launceston Medical Examination Centre**

Launceston General Hospital  
Link Road  
Launceston  
Cornwall PL15 9JD

## **Exeter Medical Examination Centre**

Ground Floor  
Killerton House  
Park 5 Harrier Way  
Exeter EX2 7HU

## **Truro Medical Examination Centre**

Pydar House  
Pydar Street  
Truro TR1 2BF

## **Plymouth Medical Examination Centre**

Argosy House  
Longbridge Road  
Plympton PL6 8LS

## Further information and useful contacts



[Sally.kittle@jobcentreplus.gsi.gov.uk](mailto:Sally.kittle@jobcentreplus.gsi.gov.uk)



01752 884261



We have also developed information that our customers and stakeholders can access direct. This includes a page on [Directgov](https://www.direct.gov.uk) [www.direct.gov.uk/ibchanges](https://www.direct.gov.uk/ibchanges) and information on the [DWP Adviser](#) webpage.

# Devon and Cornwall

## Current Pathways provision and future provision

- Need to investigate further

# Devon and Cornwall Enquiry escalation routes with BDC

- Need to investigate further

# Devon and Cornwall Local appeal volumes

- Would be good to include

# Devon and Cornwall Local initiatives for IB Customers

- Would be good to have