



Moving benefits and pensions online

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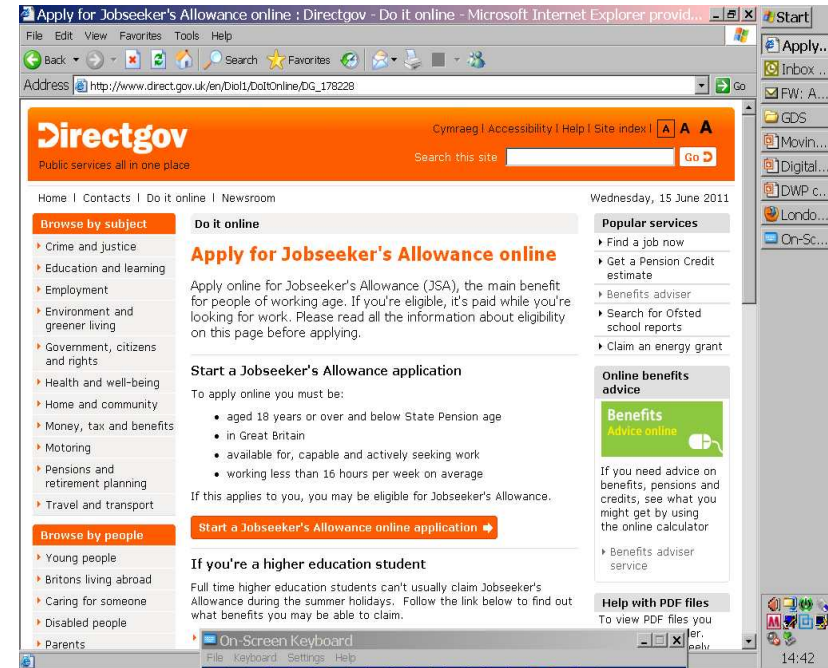
Department for Work and Pensions

We are firmly committed to putting our services online

- Digital by Default
- Single Front End for on-line government services
- More personalised services
- User centred design
- Opening up our data and opening up delivery
- Helping people who have difficulty with online access
- Efficiency

Our current online offer is primarily information and certain transactions

- Benefits Adviser Service
- Jobseekers Allowance online.
- Jobs & Skills service
- Online State Pension services

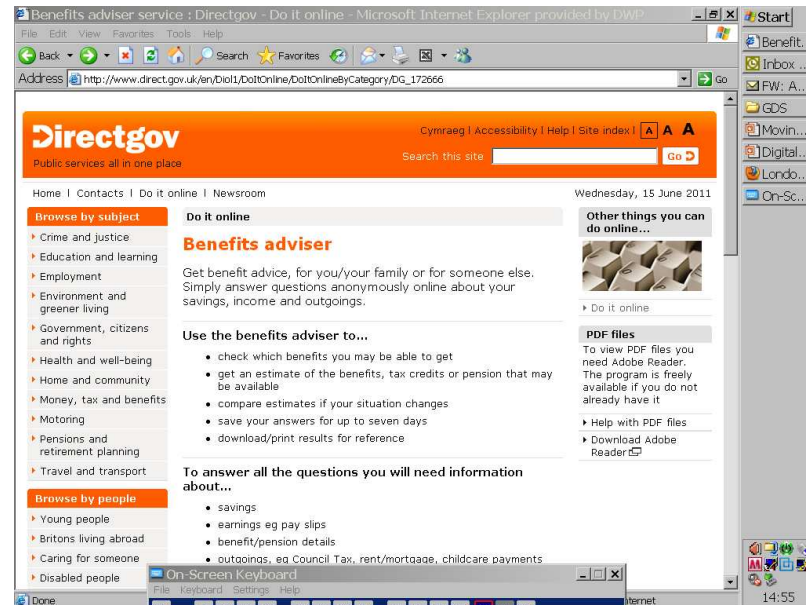


How are we doing?

- The current take up picture is mixed:
 - Reasonable progress by Jobseeker's Allowance online
 - However, State Pension online very low
- Partly calculated – service offer is still developing.
- Some positive feedback on JSA online.
- However, clearly have work to do to make a major channel shift to digital delivery.

We have a number of projects in train to build on our current service offering

- New online vacancy taking and job matching service
- New JSA online customer account
- Benefit Update Service
- Benefit Enquiry Services
- And Universal Credit.....



Universal Credit provides the opportunity to make a real step change

- Fundamental reform of delivery – maximise the use of an online channel.
- A digital by default service
- New approach to the development – user centred
- Go live for new customers in October 2013
- Existing benefit customers migrated by 2017.

Issues and next steps

- Channel Migration: what levers will encourage customers to move online and how effective can these be?
- Assisted digital
- APIs
- Security
- Identity Verification
- Government Digital Service
- What next for benefits and pensions online
 - State Pension reform
 - Personal Independence Payments

