



Department
for Work &
Pensions



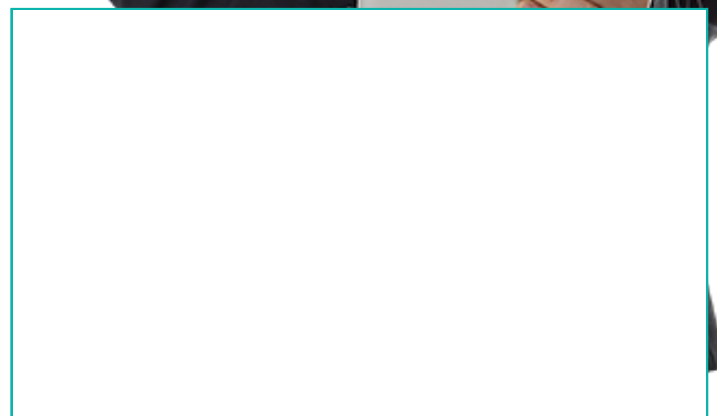
Easy
Read

Health Transformation Programme

Checking how the
programme is working



Easy
Read



Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.

What is in this booklet

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About this booklet



Department
for Work &
Pensions

This is information from the Department for Work and Pensions, which is part of the Government.



We are looking into how the **Health Transformation Programme** is working.

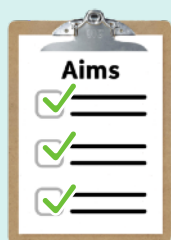


The **Health Transformation Programme** is changing the way that health benefits work, like Personal Independence Payment (PIP).



This document is an Easy Read copy of our plan to check how the Health Transformation Programme is working.

The aims of the Health Transformation Programme (HTP)



Aims are the things that we want to happen.



We want benefit services to work better.



We hope that the Health Transformation Programme will:

- Help people trust their services and decisions made about them.



- Make the benefits service work better and lower how many **health assessments** people need.

Health assessments are when a health professional checks how your disability affects what you can do.

We also hope that the Health Transformation Programme will:



- Help more people to get support and get a job.



- Make it easier for people to use our services.



- Help people to have a shorter wait to use the services.



- Change our computer systems so they keep information safe.

New services the HTP will set up



We are looking at changing the way that people claim PIP.



People will be able to claim PIP online if they want to.



The new PIP service will:

- Help people decide if PIP is the right benefit for them.



- Be quicker and simpler to use than now.



The new PIP service will also:

- Get information about people's lives and disabilities in a simpler way.



- Make applying for PIP right for different people's needs.

New Health Assessment Service

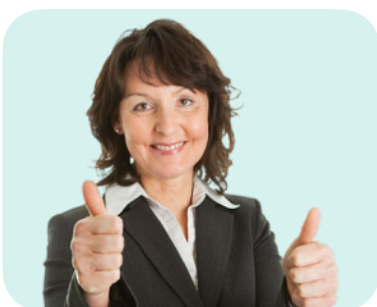


This will be a service that will do health assessments for all benefits.

The new Health Assessment Service will:



- Replace all of the different ways that we do health assessments at the moment.



- Be easier to use.

The new Health Assessment Service will also mean that:



- Information can be shared with different services so people do not have to give the same information more than once.



Benefits services do around 2 million health assessments each year.



So changing the way they are done is going to be a big and difficult job.

We will do this slowly over a long time.



At the moment we are just working on the start of making this big change happen.

Checking how the HTP is working



It is important to check how this big change to our services is working.



We have followed government rules to make this plan of how to check the service changes are working.

Checking the HTP over a long time will help to tell us:



- What affects how well the programme meets its aims (the aims are on page 5 and 6).



- How well the HTP does at making its aims happen.

The main things we want to get from checking the HTP are:



- Lots of information to help us make decisions about how to improve the service.



- Finding out what works for different groups of people.



- Making sure that we think about everyone's needs when we make changes.



- Knowing that the change to the service is the right choice for the Department for Work and Pensions.

How we will check the service changes



We have made a way of checking the changes to the service.



This will give us the information we need when we need it.



To do this, we will work in 4 different ways, which might happen at different times.

These are the 4 ways we will look at how the service is working:



1. Planning and Scoping

This means thinking about how we will check how the service works.



We need to:

- Check how the service works in a clear way.



- Follow the same guidelines no matter when we check it.



2. Cross-Cutting Insight

This means we will find out what affects the service.



We will do this by looking at information and asking customers.



This will help us to understand if the service is helping people as it should.



3. Test and Learn

This means that we make sure we test the right things at the right times.



What we find out will help us to understand how to run the service better.



We will share what we learn so that the information we find out can help us to make better decisions in the future.



4. Evaluation of Services

This means that we can understand how successful the HTP is.



We will carry on checking the service into the future to see how well it is working.

Test and learn



The HTP has used guidance on how to use 'test and learn' from other government services like Universal Credit.



Test and learn is a way for us to test new ideas and quickly find out if they work well or not. It:



- Helps us to make changes to how we work.



- Keeps our staff and customers safe from things going wrong.

We use these 5 guidelines for how we use test and learn:



1. Tests have to be about meeting the aims of the service.



2. We must listen to lots of different people from different jobs in the service and outside it.



3. We must choose what to test in a clear and organised way so we can learn from it.



4. Make sure that staff and customers are not at risk in tests.



We will do this by training staff about difficult situations they might be in.



5. Make sure it is clear about:

- Who is in charge of all of the different parts of the HTP.



- What we are learning.

Measuring if the HTP is working well



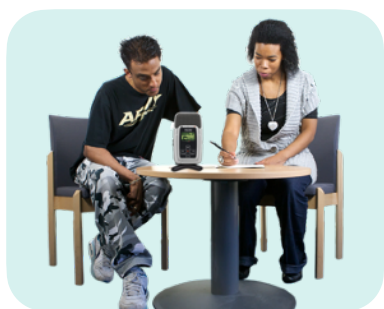
It is important that we have clear ways of measuring how the new service is working in the future.



So we have come up with some ways to check if the service is working well.



These will change as the service changes and gets bigger.



These are the things we will check to see how well the service is working:

- How good the health assessments are.

We will also check:



- How long it takes for customers to move from one part of the service to another.



- How long it takes for the service to work with a certain number of customers.



- How many staff leave or stay in the service.



- How much the service usually costs to run.



- How many health assessments can be done compared with how many need to be done.

We will also check:



- How much work is done compared with how much work the service is paid to do.



- How many customers have their problem or issue sorted out by the first staff member they speak to.



- The ways we use to help customers to find a job.

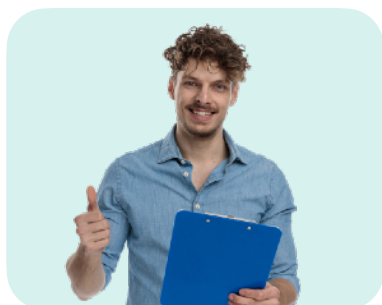
Checking the HTP in the future



We have planned lots of ways to check how the new service is working.



People who work for the service will check how it is working.



People from other organisations will also check how the service is working.



This is to make sure that we have lots of information to support how we set up and run the HTP.

We will use lots of different ways to get information, like by:



- Looking at numbers and results.



- Listening to what people say about the service.

We are finding out what staff and customers think of:



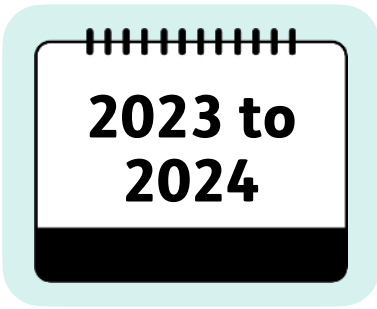
- The services they use now.



- The new services.

We will work hard to listen to disabled people from different backgrounds.





We are planning how to find out more in the year 2023 to 2024.

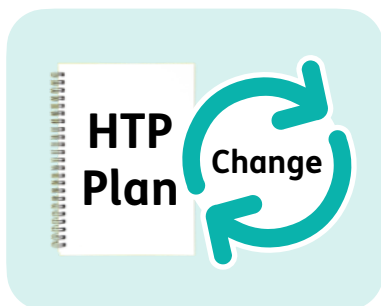


We are looking at the things we do not know about so we can find out information about those things.

Next steps



This plan is part of a bigger programme of checking how the HTP works.



It will change and grow as the new services grow.



We will start to share what we find out about the HTP from autumn 2023.



We think we will need to change the ways that we check and measure how well the service is working as it gets bigger.



We will:

- Share reports about what we find out.
- Follow the Government's guidelines.