

# PET Strands Update

## Streamline capital means assessment:

# 90%



Approx. of passported means applications now processed within **2** working days due to reduced evidence requirements.

## Clear guidance on means assessment evidence:



**Civil certificated eligibility document issued.**

Improve knowledge of what is required in terms of civil eligibility evidence, providing top tips documents and clear guidance as to what is essential.

## Streamline non passported means assessments:

Allow caseworkers to amend means assessments which based on the supporting evidence aren't correct, rather than referring to providers. Only covers minor errors. Will speed up significantly the processing of means assessments and reduce further information requests.



**Testing of the Means Functionality Form complete.**

**Minor issues to be resolved. Looking to roll out more widely**

# Mid October



## Streamlining Special Children Act cases:

# 95%

approx. of items processed within **2** working days; all other cases e.g. linked cases, completed within **5** working days.

## Reduction in time taken to process appeals:

Impact on providers of 20-day target, increased calls to CST. Aim to reduce backlog of work in progress to 10 working days.

Deployment of resource has meant backlog of work in this area has fluctuated—ongoing.



## Streamlining of immigration means:

Reduce time taken when processing these assessments. Work to start from September.



# Update due October

will also take into account means assessment changes around upper tribunal work.

## Streamlining of children's means assessments:

Changes to reduce time taken within system by changing some of the system processes.



**Internal changes made to streamline process.**

## Pilot testing revised approach to family certs and grant of scope and costs conditions by providers:

Delegation of certificate management to providers in certain family cases, allowing them to decide costs and scope.

# Launched

# 09/17



Pilot has gone well with positive feedback from providers. We are currently evaluating the certificates and the bills paid to build a business case for potential wider roll out.



# PET Strands Update

## LAPG conference:

PET members to attend the LAPG conference and participate in a workshop sharing the work of the PET group.

**5th October**



**Attended conference in London.**

## Case outcomes:

Following feedback from providers we put extra resource into processing outcomes. This resulted in a reduction in time taken to process an outcome from

**10 to 2 days**

## Secure File Exchange:

The Secure File Exchange Project Board has now decided that SharePoint will be used for a one-month proof of concept, to then move into a wider pilot (we will engage with PET on the wider pilot). Five internal teams will take part in the proof of concept. There will be two internal team members and a maximum of two external providers to each team.



**Update due.**

## Streamlining of Escape Case process:

Review of current process to identify opportunities to reduce evidence requirements/speed up processing in these cases.

**Ongoing**



**Update due.**

## Additional guidance for providers:

Additional guidance provided through additional quick guides and advanced guides.



**Ongoing**

A number of these have been produced to cover areas of need, more to follow.

## Electronic EC claim 1:

Electronic version of the form designed for use in all escape case categories. Allows completion of the EC claim1 online.

**Legal help Cases - built an electronic version of the claim 1 form to make submission of the claim easier and reduce rejections. The electronic form is now available for all escape case categories.**

## Excel based CW3:

Development of electronic excel versions of CW3 forms for providers to use when making applications for asylum and immigration matters.



## Extrapolation:

Pilot of a new way of assessing claims. Involves assessment of a sample of files over an agreed period with extrapolation of assessment results across all files submitted for that period.



**Pilot has now been completed and has been well received by those involved. Extrapolation now part of business as usual processes and looking to extend to other firms where appropriate.**

