Whiplash Reforms

30th July 2019

Welcome

Introduction

- Why are we here?

- What are we delivering?

- Who are we delivering this for?

Objectives

1. Share an update from MoJ.

2. Share delivery progress towards the key milestones of public test and go-live.

3. Demonstrate the latest work on the solution design and build.

4. Respond to your questions.

Agenda

Welcome   10:30 - 10:50
- Session objectives, agenda and context

Programme update   10:50 - 11:20
- MoJ update
- Programme progress update

Demonstration of the new service   11:20 - 12:10

Programme next steps   12:10 - 12:25

Q&A panel   12:25 - 13:00

Close   13:00 - 13:10

Lunch & networking   13:10 - 14:30

Whiplash Reforms

Policy context and environment

- New PM & new Lord Chancellor Robert Buckland QC MP

- Summer Recess and Brexit

- SI to establish new PSLA tariff for whiplash injuries

- Rules to raise Small Claims Limit for Road Traffic Accident claims

- Aim to implement reforms from April 2020

Whiplash Reforms
MoJ policy approach

- Claimant and access to justice at the heart of the process

- Online service to help people make and manage small RTA-related personal injury claims without a lawyer

- Simple, quick, efficient with guidance and support

- Free at the point of entry for claimants

- Extensive stakeholder sessions to help design

Whiplash Reforms

MoJ policy decisions

- Online service applies to all RTA-related PI claims where PSLA is not >£5,000 and any claims for special damages not >SCT limit

- Medical reports for unrepresented claims: consultation response soon

- Independent expert view on unrepresented claims

- Working with CPRC on the PAP and Rules for April 2020

- New service excludes claims for credit hire and rehabilitation

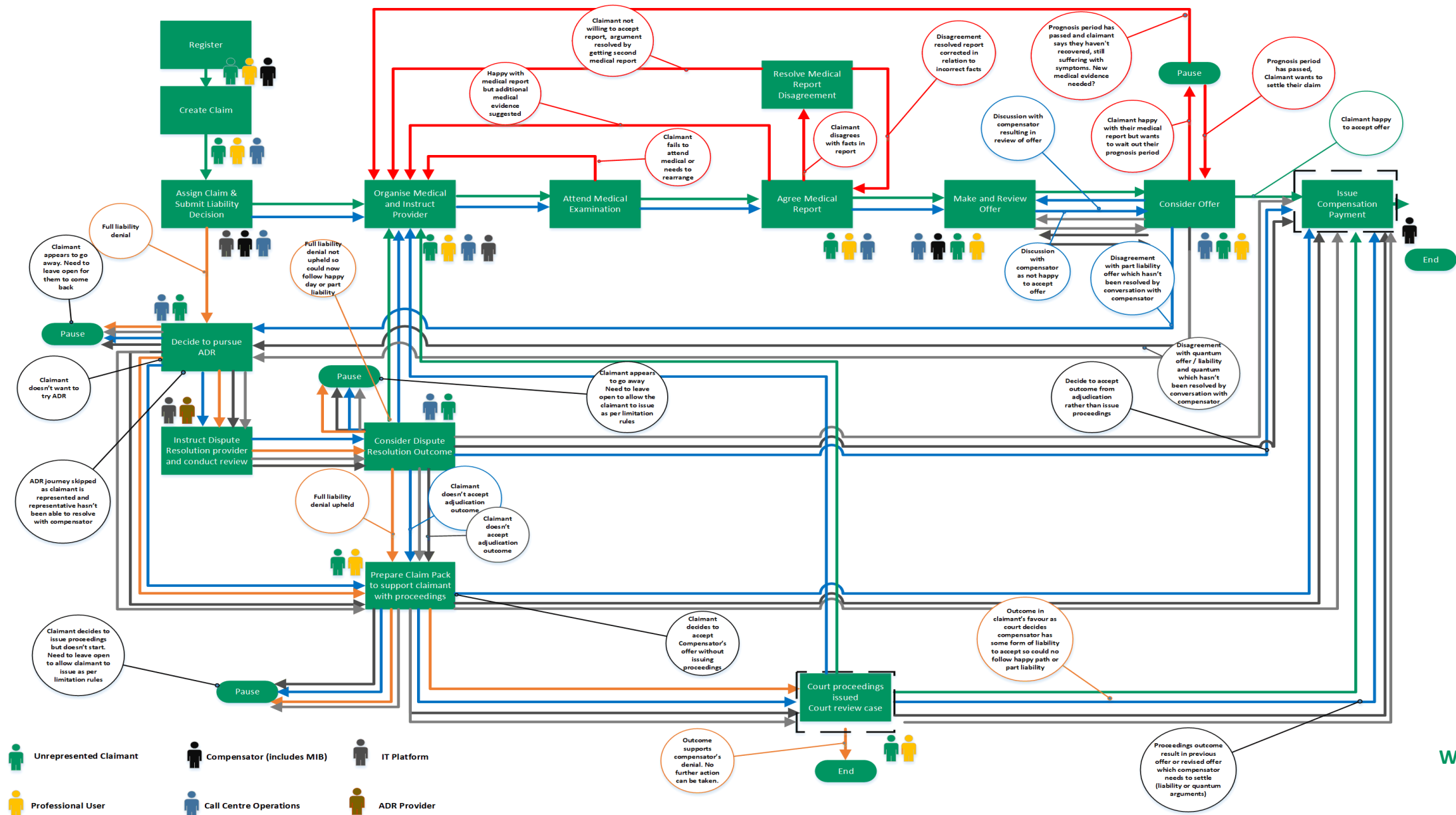- Minors & protected parties excluded from increase in SCT limit
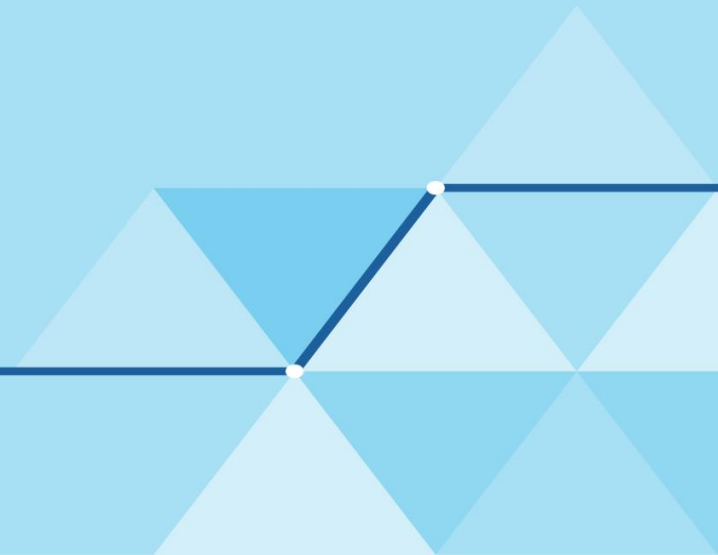
The customer journey

Status summary

Build

- MIB are continuing to deliver the build of the core solution; reliant on a number of design and policy decisions from Ministry of Justice (MoJ) and the underpinning PAP/rules from the Civil Procedure Rules Committee.

- The build is progressing using agile methodology – through a series of 'sprints', we are designing, building and immediately testing components of the solution.

- Delivery of sprint 8 (of 11) has now completed; alongside sprint 9, this forms the scope needed for the first phase of public test. Sprints 10-11 cover the remaining build scope and will conclude in October.

Medical

- Following instruction from MoJ on preferred medical reporting solution; MIB is working to build that and is aligning with Medco's part of the solution.

Comms

- MoJ and MIB have been engaging multiple sets of stakeholders throughout; following recent focused stakeholder events, key seminars are planned to follow in early September.
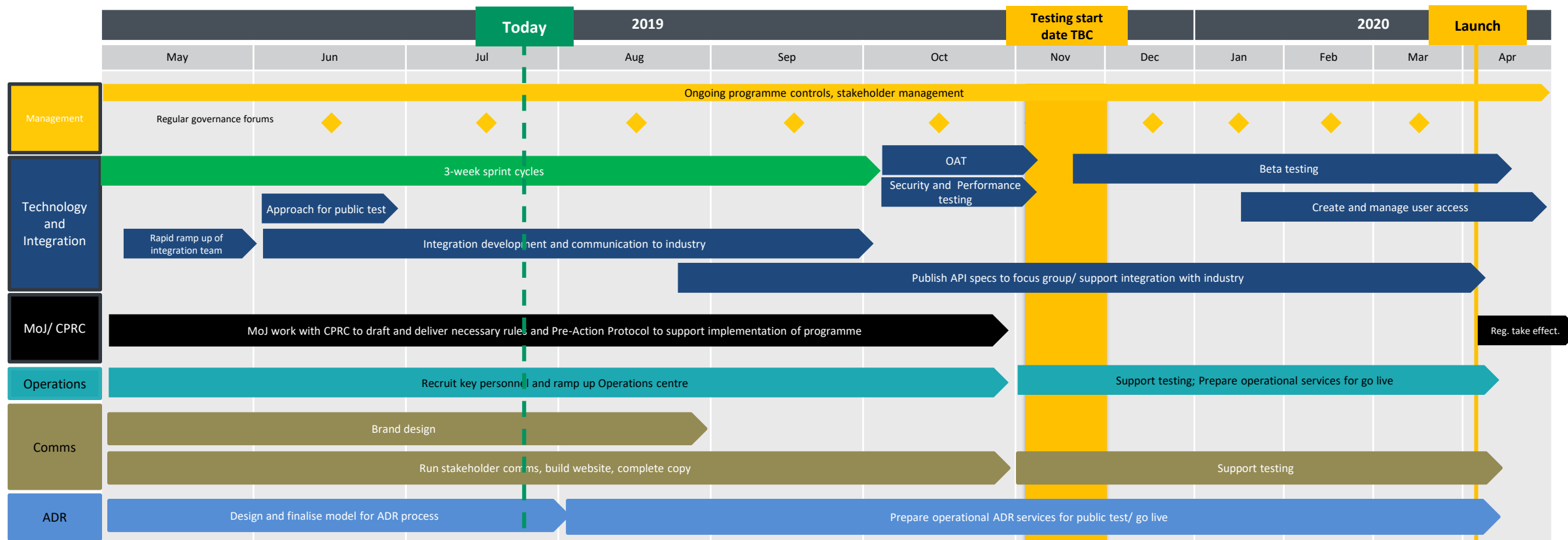
Integration

- The integration project is midway through build activity and has started sharing API specs and data dictionaries with vendors and professional user groups to support their plans.

Support

- MIB have designed the contact centre to support the solution and have recently engaged a service delivery manager to oversee the ramp-up and service delivery.

Overview delivery plan

This plan shows a simplified view of the key phases and activities to deliver the Whiplash Reform Operations and IT solution in line with the target Go-Live in April 2020.
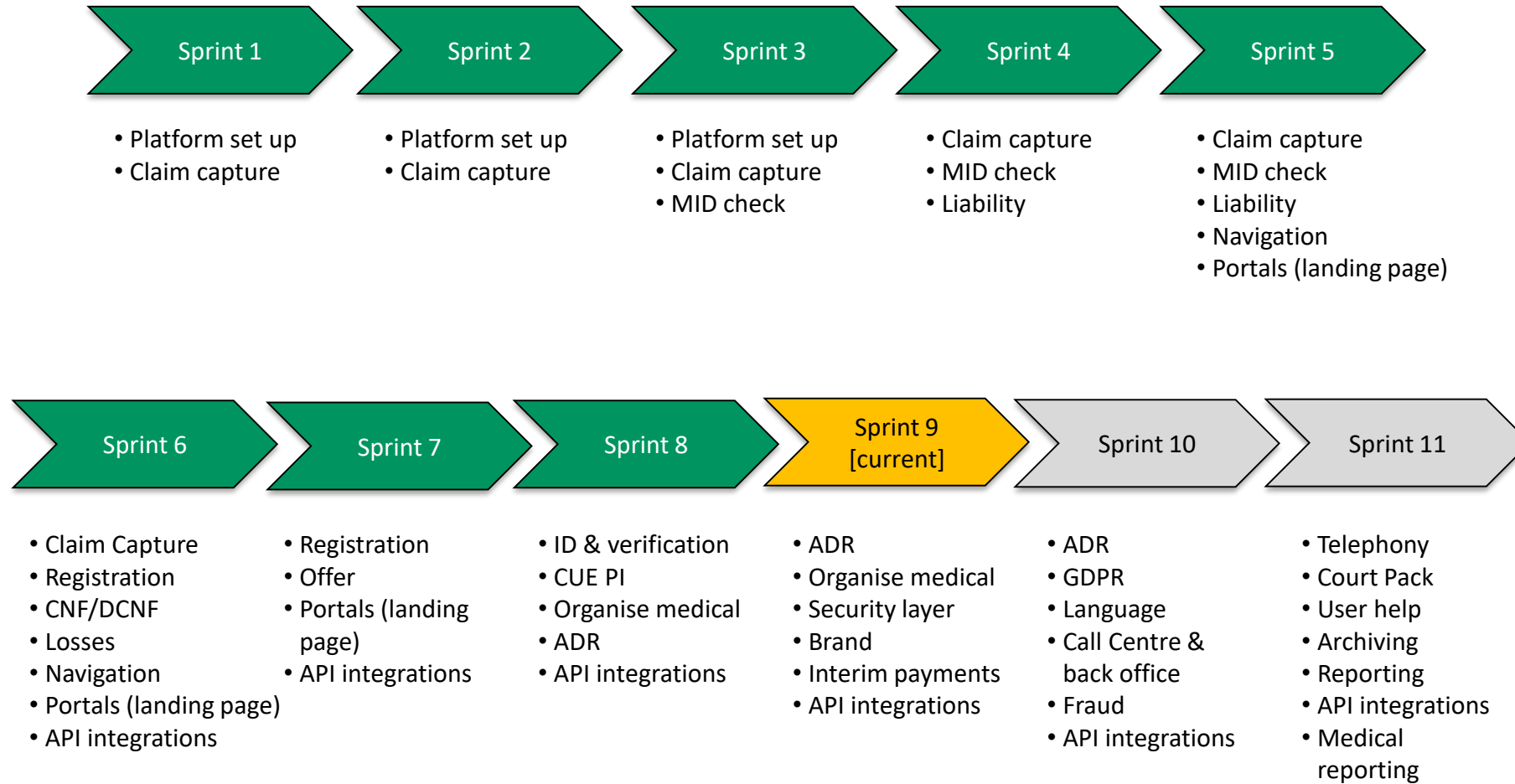

		Today	2019			Testing start date TBC			2020		Launch
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr

Management — Ongoing programme controls, stakeholder management; Regular governance forums

Technology and Integration — 3-week sprint cycles; OAT; Beta testing; Security and Performance testing; Approach for public test; Create and manage user access; Rapid ramp up of integration team; Integration development and communication to industry; Publish API specs to focus group/ support integration with industry

MoJ/ CPRC — MoJ work with CPRC to draft and deliver necessary rules and Pre-Action Protocol to support implementation of programme; Reg. take effect.

Operations — Recruit key personnel and ramp up Operations centre; Support testing; Prepare operational services for go live

Comms — Brand design; Run stakeholder comms, build website, complete copy; Support testing

ADR — Design and finalise model for ADR process; Prepare operational ADR services for public test/ go live

This plan is based on a number of key assumptions:
1. The PAP and associated rules are drafted by CPRC in suitable timeframe to ensure the solution is in alignment – MIB are working closely with MoJ to confirm design decisions which are currently assumed to be in line with the rules
2. The ADR solution is confirmed in July by MoJ and CPRC to support tendering for a provider
3. The Medco consultation and associated qualifying criteria are available in July to validate current design assumptions
4. The approach to multiple soft tissue injury calculations is received from the Judicial College in sufficient time for insurers to plan accordingly.

Core functionality delivery

Using Agile techniques, MIB are designing, building and testing
components of the solution in a series of sprints

Sprint 1
- Platform set up
- Claim capture

Sprint 2
- Platform set up
- Claim capture

Sprint 3
- Platform set up
- Claim capture
- MID check

Sprint 4
- Claim capture
- MID check
- Liability

Sprint 5
- Claim capture
- MID check
- Liability
- Navigation
- Portals (landing page)

Sprint 6
- Claim Capture
- Registration
- CNF/DCNF
- Losses
- Navigation
- Portals (landing page)
- API integrations

Sprint 7
- Registration
- Offer
- Portals (landing page)
- API integrations

Sprint 8
- ID & verification
- CUE PI
- Organise medical
- ADR
- API integrations

Sprint 9 [current]
- ADR
- Organise medical
- Security layer
- Brand
- Interim payments
- API integrations

Sprint 10
- ADR
- GDPR
- Language
- Call Centre & back office
- Fraud
- API integrations

Sprint 11
- Telephony
- Court Pack
- User help
- Archiving
- Reporting
- API integrations
- Medical reporting

Customer journey – simplified

The view below shows a simplified version of the journey that is being built, from registering a claim to issuing compensation
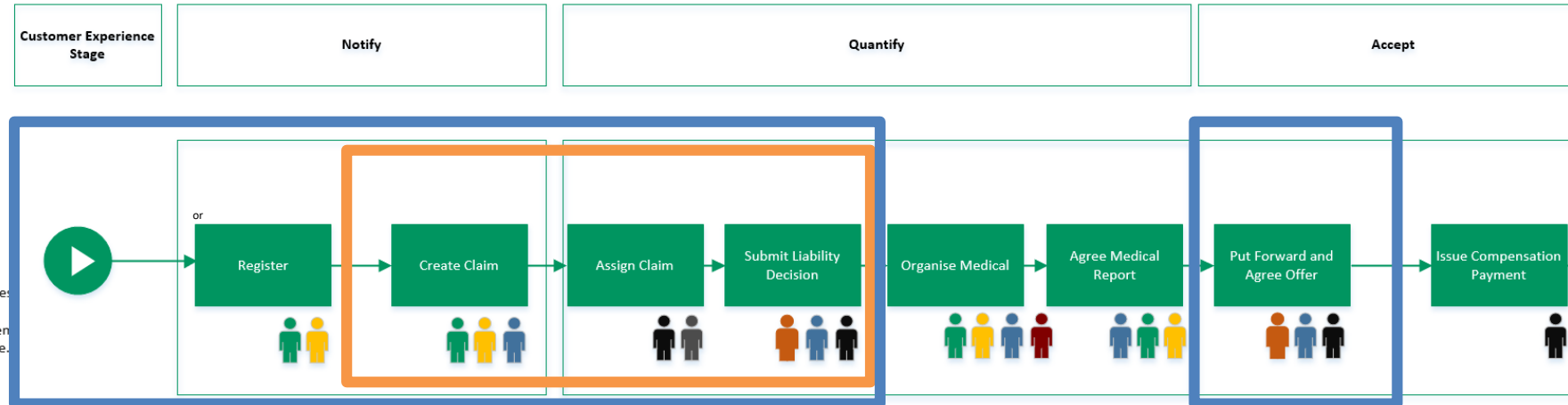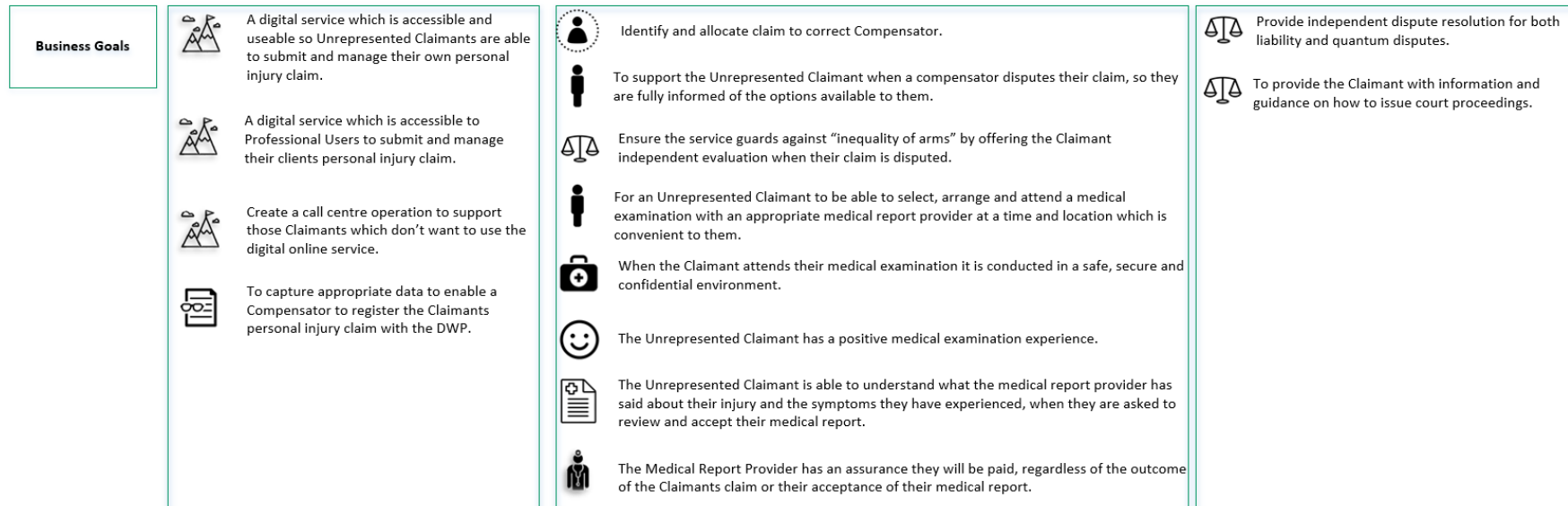
Whiplash Reforms
Public domain

Service demonstration

Alan Collins

Service demonstration – what it is and isn't

- This demo shows part of the core journey:

  Claim Notification

  User Portals

- The current demo does not include agreed branding or some of the key design elements at this stage.

- Wording is under review and will be updated.

- We are seeking ongoing feedback from industry stakeholder groups, including: Stakeholder Advisory Group, Fraud advisory group, Web user forum, Integration focus group, ABI/PIC.

- We have some additional development capacity incorporated into the plan to respond to feedback received during public test.

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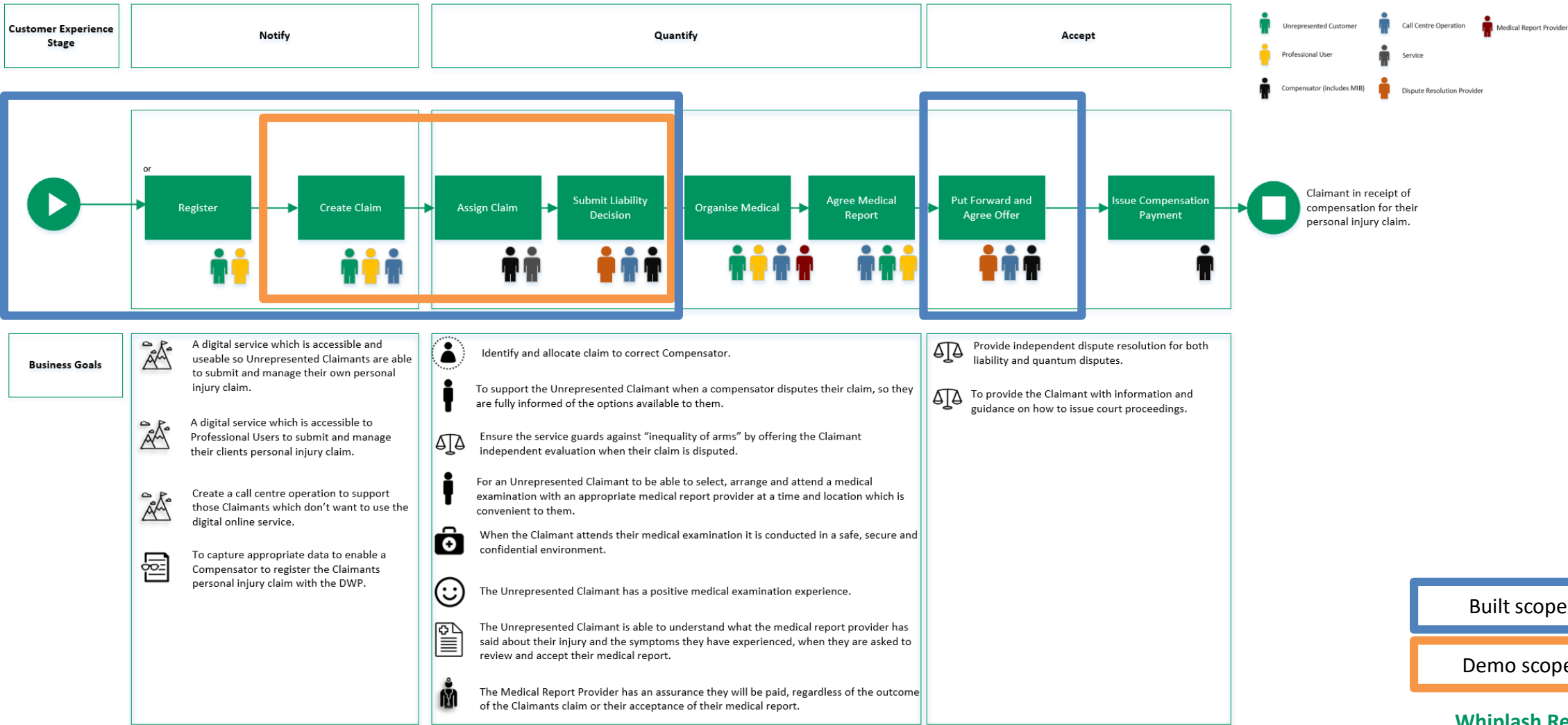
Service demonstration

Programme update - looking forward

Ian Morley

Key dates – what will you know by when?

Pre-action protocol

- MoJ is working with CPRC with the aim to have the PAP available for public test, and underpinning rules ready for launch.

Public test

- Public test activities are targeted to commence in mid-November with an initial focus on the unrepresented claimant journey (and web based professional users and compensators). In January testing commences for those integrating with the service.

Integration

- In support of the industry's required development, API specs and data dictionaries are in development and being shared (in draft form) as they become available. Final specs will be published in October subject to any final changes due to policy or PAP updates.

Registration

- Registration on the live web portal will be available 3 months ahead of go-live to enable and validate 'super-user' registration, giving sufficient time for organisations to set up their access.

Go-live

- Target go-live is April 6th 2020.

Post-launch

- In addition to ongoing day-to-day enhancements, MIB will incorporate required post-launch changes as directed by MoJ.

Integration – key dates

- MIB is working to ensure that professional user organisations can integrate into the service via 'APIs'.
- API specifications and associated data dictionaries are being built in a series of sprints.
- Each sprint output will be shared with the Integration Focus Group (a representative set of professional users) before sharing more widely with the industry.
- The information will enable professional users to undertake their required technical development, with time during the public test window (from January) to test these interfaces.

Sprint #	Sprint date	Proposed scope
Integration Sprint 1	June [draft published early July]	- Create Case - Get Assignments - Global System Error Handling - PEGA Error Handling
Integration Sprint 2	June / July [to be published w/c 29 July]	- Get Claim API (Get Case Details) - Acknowledge Claim API - Submit Liability API - Submit Attachment API - Get Attachment API
Integration Sprint 3	July / August [to be published w/c 19 August]	- Submit Additional Info - Submit Medical Report - Send Attachment - Get Medical Report
Integration Sprint 4	August/September [to be published w/c 16th Sept]	- Make Offer - Get Offer - Respond To Offer - Get Offer Status - MedCo – Provider details
n/a	October	Full set of final specs published [subject to any changes made to PAP or policy]

Testing

'Internal' MIB/MoJ testing

- Each development sprint lasts 3 weeks.
- Within each sprint, the quality of developed functionality is assured through code review, unit testing, and system/integration/regression testing.
- Subject matter experts and business users are also testing the journey ahead of public test (Operational Acceptance Testing) as well as interested stakeholders providing feedback throughout.
- We will also be carrying out end-to-end testing, penetration and performance testing before and during the public test period.

Public testing

- The Public testing phase will run from November 2019 through to end February 2020.
- Public testing will be carried out in a dedicated environment using dummy data (no personal data will be used).
- MIB will engage research specialists to ensure testing amongst all unrepresented claimants groups including digitally challenged and vulnerable groups. Other participants to include Claimant Representative, Compensators, adjudicators, medical experts, internal operations (e.g. contact centre).
- The Public test will be designed to cover the full service solution, including system interfaces to MID, CUE PI, MedCo, ADR. Where this is not possible, test stubs will be used.
- There will be a number of "change windows" throughout the public test to include Customer Journey feedback, improvements and fixes discovered during the public test.
- MoJ will determine acceptance criteria of the Public Test (i.e. what does a successful public test look like).
- The Public test will support English language only. Welsh language will follow in time for go-live.
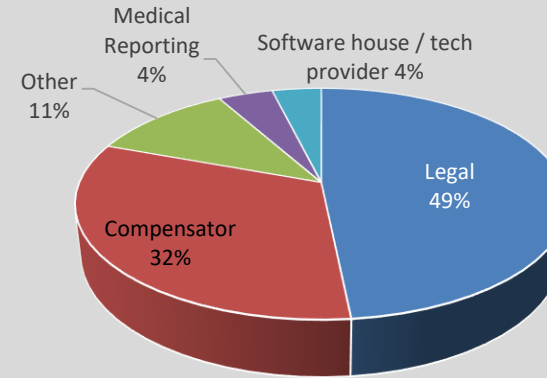
Communications

E-shot

- Established in May with 950+ subscribers so far
- Regular themes include customer journey profiles and integration news
- Sign up to receive updates at https://www.mibmanagedservices.org.uk/index

Published articles

- Welcome to the whiplash reforms programme   May
- About the whiplash reforms programme   June
- Introducing the customer journey model
- Supporting the industry's preparations
- Create claim   July
- Integration update
- Assign claim
- Integration update

Subscribers

Pie chart: Legal 49%, Compensator 32%, Other 11%, Medical Reporting 4%, Software house / tech provider 4%

Upcoming articles

- Technology / integration - FAQs
- Customer journey profiles
- Accessibility principles
- Launch new name and brand
- ADR process
- Medical process
- Register for September seminars

Events

- 10th September professionals seminar (London)
- 11th September professionals seminar (Manchester)
- 25th September PI Futures event (Legal Futures magazine)
- 16th October FOIL event
- 4th November ABI event
- … and more to be confirmed.

Q&A panel

Your questions

ProgrammeEnquiries@mib.org.uk

Close