



Department  
for Work &  
Pensions

# Minutes

<b>Title:</b>	PIP Independent Assessment Services Lot Performance Group (Lot 1 and Lot 3)	
<b>Date:S38</b>	[REDACTED]	
<b>Location:S38</b>	[REDACTED]	
<b>Chair:S40(2)</b>	[REDACTED]	[REDACTED]
<b>Attendees:S40(2)</b>	[REDACTED]	[REDACTED]
<b>Notes:S40(2)</b>	[REDACTED]	[REDACTED]
<b>Observers:S40(2)</b>	[REDACTED]	[REDACTED]
<b>1. Welcome and Introductions</b> [REDACTED] <b>S40(2)</b> thanked everyone for attending. The minutes from the previous meeting were signed off as an accurate reflection of that meeting.		
<b>2. Action Points</b> [REDACTED] <b>S40(2)</b> took the attendees through all the outstanding action points (see Action Point Log for further details of all outstanding actions).		
<b>3. IAS Performance Update</b> [REDACTED] <b>S40(2)</b> talked through the presentation, additional information as follows; <b>Recruitment</b> <ul style="list-style-type: none"> <li>[REDACTED] <b>S43</b> new starters in November, resulting in a forecast FTE of 706 by the end of December.</li> <li>Trainers and mentors have been recruited to cover the additional training course in December, IAS are confident that plans are in place to handle the number of new starters in the business.</li> <li>An update on [REDACTED] <b>S43</b> will be available in December.</li> </ul>		

## Absence

- Slight increase in October by 0.6% on previous month.
- NW region is reducing month on month and the SE is beginning to see a reduction.
- Process maps have been issued to help Managers manage short term absences.
- Figures are not available for supply chain partners. [REDACTED] S40(2) will be invited to the January meeting to provide an update on recruitment, sickness & attrition. [REDACTED] S30
- [REDACTED] S40(2) to talk through the [REDACTED] S43 at the next meeting and share the analysis. [REDACTED] S30

## Attrition

- There has been a significant decrease in 'Front Office' attrition with [REDACTED] S43 leavers and [REDACTED] S43 staff reducing hours.
- IAS will confirm attrition for September as the current dashboard reports [REDACTED], S43 and the previous months dashboard reported [REDACTED] S43 for the same month. [REDACTED] S30

It was noted that figures are not translating into FTE numbers, and specifically Lot 3. IAS stated that they are confident of future positive growth with the number of activities currently taking place.

## Forward Look on Performance

[REDACTED] S40(2) talked through the presentation, additional information as follows;

- DWP to share sight of the AR Postcode scan in December [REDACTED] S30
- Lot 1 expect an improved performance in SLA4a in January
- Lot 3 will see a reduction in the How from Jan-Mar and significant improvements in performance of SLA4a from April
- IAS are on course to achieve the November clearance forecast
- The SLA4 Tracker will be refreshed with revised plans to include a forward look until July 2019. [REDACTED] S30
- Cases over 100 days - 40 cleared and 13 have appointments booked
- Cases over 55 days - 7,132 outstanding. IAS expect this number to begin to reduce by the end of November to under 6k and under control during Jan/Feb
- [REDACTED] S40(2) asked what contingency plans are in place. IAS stated that overtime is a contingency and has not been included in forecasts
- [REDACTED] S40(2) requested early sight of any issues that may arise going forward

○

## 4. CHES Performance Review – October 18

In addition to the Performance Update from IAS

### Lot 1 Performance:

- FTA - Rate increased to 9.4%. This is though in part to be attributed to school half term
- SLA4 - 68.6% post mitigation
- Cases over 40 Days - Increase to 6,986

## OFFICIAL – SENSITIVE

- Cases over 55 Days - Increased from 1,599 to 2,046
- Clearances - 40,778 cases were cleared which has resulted in a reduction in the How to 52,364
- SLA1 - 3.5% in month with a rolling month figure of 3.2%
- SLA14 - Although volumes are small, IAS to share further details on cases that have failed the target and discussions will be had going forward to consider whether future mitigation is appropriate. [REDACTED] S30

### Lot 3 Performance:

- FTA - Rate increased to 9.7%.
- SLA4 - 44% post mitigation
- Cases over 40 Days - Increase to 14,303
- Cases over 55 Days - Increased from 2,997 to 5,083
- Clearances - 35,748 cases were cleared which has resulted in a reduction in the How to 55,164
- SLA1 - 3.5% in month with a rolling month figure of 3.5% (IAS are awaiting decision on sample size which could affect September performance and rolling 3 month figure)
- SLA14 - As in Lot 1 IAS will share details of cases that have failed the target.

### 5. DWP Operations Update

- [REDACTED] S40(2) updated the meeting regarding the two test & learns linked to FTA cases and appointment bookings. A telekit has been arranged with Capita for further discussion.
- [REDACTED] S43
- [REDACTED] S43
- AR cases, there are 300,000 cases which are enhanced without the max 10 year review, it is expected around two thirds of these cases will have their review date extended.

### 6. A.O.B

- Service Level Exception Report & Heat Maps - [REDACTED] S40(2) asked if DWP still consider these reports to be of value and wish to continue to receive them. [REDACTED] S30
- Future LPG Meetings - DWP will review the agenda and in particular the Quarterly standing items going forward. [REDACTED] S40(2) confirmed that documents were still required for the December meeting. [REDACTED] S30
- [REDACTED] S40(2) requested details of DWP staffing over the Christmas period. [REDACTED] will provide details for DWP ops and MOU. [REDACTED] S30

**Next Meeting:** [REDACTED] S30

**Contact:** [REDACTED] S40(2)

**Email:** [REDACTED] S40(2) @dwp.gsi.gov.uk