



Title:	PIP Independent Assessment Services Lot Performance Group (Lot 1 and Lot 3)	
Date: S38	[REDACTED]	
Time: S38	[REDACTED]	
Location: S38	[REDACTED]	
Telekit Details: S38	[REDACTED] [REDACTED]	
Chair: S40(2)	[REDACTED]	[REDACTED]
S40(2)	[REDACTED]	[REDACTED]
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	[REDACTED]	[REDACTED]
Notes: S40(2)	[REDACTED]	[REDACTED]
Observer: S40(2)	[REDACTED]	[REDACTED]

Welcome and introductions

■ **S40(2)** welcomed everyone to the meeting and went through expected attendees. No LPG last month due to COVID 19 circumstances but action points were covered by correspondence.



IAS performance update: -

Telephony Assessments (TA) overview:

Key dates for rollout: [REDACTED] S38 IAS implemented a soft launch – where more experienced practitioners completed 2 assessments per day. From [REDACTED] S38 all HCP's started TA's, IAS implemented a learning curve to allow all HCP's to gain experience. 12 full days of assessments completed to [REDACTED] S38 which equated to 13k TA assessments. There is also a training plan in place to allow stage 3 and 4 HCP's to complete TA's in May.

FTA's: 1st FTA 2.5% and 2nd FTA 0.8%.

A breakdown of FTA reasons is not yet available but the main reason appears to be claimants not answering the phone, even though 3 attempts given before a FTA is recorded. No recorded issues surrounding withheld numbers, and the new letter states that a withheld number will be calling so to make sure you can receive a call from this type of caller (The leaflet will also be updated).

IAS are trialling a workaround, whereby customer services will call the claimant and handoff to the relevant HCP if the claimants phone blocks withheld numbers.

Cancellations: There has been an improved cancellation rates since TA were introduced with same day cancellations around 2% compared to 8.6% Due to the removal of geographical constraints IAS are able to virtually find another HCP to complete the assessment.

Sent home unseen: There were 101 instances which equates to 1.1%. Of which, 0.7% were unfit to be assessed or the HCP was unable to complete the report. Accommodation problems is the next highest issue: there are 22 occasions where this has happened (phone issues by HCP for example)

Utilisation: currently 93.5% and this can be maintained at a high level due to the removal of geographical restrictions. IAS are not overbooking, prep time is built in prior to the phone call and it allows for the change of HCP if needed. Site co-ordinator will ring the customer if HCP is running/will be late.

Improving utilisation: Considering having a more centralised team that could manage the redistribution more effectively.

Consultation Timings: There is an increase in all 3 areas (preparation, consultation and write up time); IAS are currently scheduling 3 assessments per HCP per day but this will be looked at a later date. There is no fixed date for this to be reviewed but [REDACTED] S40(2) to liaise with [REDACTED] S40(2) directly [REDACTED] S38

Aged Cases: Average age of booked cases is 81-85 days in some areas; this is due to the removal of geographical limitations. IAS have been able to address aged cases in all regions and therefore the average age is expected to rise while they are cleared.



End of March figure for cases over 55 in both lots was 39,655. The up to date figure is now 48k over 55 days' old although this is expected to reduce. [REDACTED] S40(2) confirmed that they are working in strict date order and they are only prioritising out of payment cases.

Feedback:

[REDACTED] S40(2) confirmed that monitoring of social media and its general response to TA is being conducted, the themes and findings have been positive overall.

[REDACTED] S40(2) agreed to confirm breakdown of the number of customers that IAS are currently unable to complete an assessment for and the reasons why [REDACTED] S38

Video Relay Service was discussed. IAS has been working with [REDACTED] S43 to find a workable solution. A 3-way option is currently being discussed and will need trialling.

[REDACTED] S40(2) to confirm the details with [REDACTED] S40(2) [REDACTED] S38

Sickness/Recruitment and Attrition:

Recruitment: New model for recruitment has gone live and this is starting to pay dividends with [REDACTED] S43 FO heads recruited and [REDACTED] S43 in total. 6 partners have performed well and that means that April and May are looking good. IAS have implemented a new hub that provides a really good overview of the HCP role. The hub is currently being trialled and due to go live nationally at the end of next week.

New Starters: all training being done from home via online packs and their own internal platform. IAS has included additional touch points for trainers to conduct 1:1's with the recruits following feedback. Day 1 still happens but this is now all virtual, videos are being completed by each team member and these are shown to the new entrant. New entrants also asked to complete a video and everybody has access to the online chat service to enable the entrant to 'meet the team' that they would be working with.

Absence: Over 0.5% absence reduction in March and that takes us to 12.7% overall. Mental health, infectious diseases and gastro are the main reasons for absence. Dedicated absence manager for Scotland has been recruited and they can support with Scottish cases. Lots of engagement activity with webinars provided for WfH, staying active and supporting managers with bereavement issues.

Attrition: In March IAS had [REDACTED] S43 FO heads and [REDACTED] S43 BO heads leave. This is a reduction from February. March is the best we have seen in the last 12 months. A retention toolkit has been rolled out to all regions and this has received positive feedback

DWP Update:

[REDACTED] S40(2) provided feedback on the content of assessment reports. [REDACTED] S40(2) agreed to share detailed feedback and would liaise with [REDACTED] S40(2) to consider consistency with Independent Audit findings prior to sharing. [REDACTED] S38

AOB:

Recording of TA [REDACTED]: S40(2) [REDACTED] S40(2) confirmed that a machine has been received and this will be couriered over to the named recipient tomorrow at the latest. This is to be trialled by IAS internally and feedback to be provided to [REDACTED] S40(2) If the feedback is



good, then further decisions will be made about taking this forward as a solution. IAS has not made any progress with their own network providers but will continue to try and pursue their own solution as well [REDACTED] **S38**

[REDACTED] **S40(2)** [REDACTED] **S38** CSAT question information has been received and this is currently being looked at, the outcome will be with us next week.

[REDACTED] **S40(2)** Claimant Satisfaction Survey - DWP will provide feedback on the revised questions by the end of this week following consultation with stakeholders.

[REDACTED] **S40(2)** future intake: IAS will write to [REDACTED] **S40(2)** regarding the plans for future reassessment referrals, [REDACTED] **S40(2)** confirmed this was being actively worked on in DWP.

[REDACTED] **S40(2)** thanked everyone for their contributions and closed the meeting

Next Meeting: [REDACTED] **S38**

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

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