

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

1. Welcome and Introductions

- 1.1. [REDACTED] **S40(2)** welcomed everyone to the meeting and went through expected attendees.
- 1.2. [REDACTED] **S40(2)** asked everyone if they were content with approving the Minutes from the last meeting and that they accurately reflected discussions; all agreed the Minutes could be signed off.

2. IAS Performance Update

- 2.1. **Intakes and Clearances:** Intakes (c42k) and clearances (c42k) in April cancelled each other out; therefore, the head of work was maintained at the same level as at the end of March. In April IAS were still returning cases requested by DWP so non-chargeable



clearances were c10k. Even though HOW remained stable, the AACT and Cases over 55 days has increased but IAS expect that these will start to reduce over the coming months as they are able to clear more difficult geographic cases due to the virtual nature of telephone assessments. As IAS clear out the oldest cases, more cases less old are now moving into those age brackets due to capacity and clearance profiles. The Aged Case position will deteriorate slightly before improvements will be seen over the next few months. [REDACTED] S40(2) took an action to provide [REDACTED] S40(2) with forecasted performance including the impact on aged cases and AACT [REDACTED] S38 and [REDACTED] S40(2) took an action to confirm when more detail on 'Smarter scheduling' approach will be available including the impact on booking and overall clearances [REDACTED] S38

Telephone Assessments:

- 2.2. **Capacity and Training:** From [REDACTED] S38 IAS have completed 26,718 Telephone Assessments, with c [REDACTED] S43 HPs on average completing assessments each day. IAS has trained/will continue to train a further 129 HPs in telephone assessments during May. These are a mixture of new entrants to the business as well as HPs who were at training stage 2, 3 or 4 when the move from F2F to telephone assessments occurred. The training is scheduled to take place at a staggered rate throughout May. IAS have a plan to increase their capacity further by training a portion of Back Office HPs on Telephone Assessments also. This will increase capacity by c20 more HPs.
- 2.3. **Failed to Attend:** At the end of April the overall FTA rate was 5.5%. Following the Prime Minister's announcement on lockdown easements [REDACTED] S38 the FTA rate increased to 10.7% (from 9.2% pre-announcement). IAS has seen an increase in both 1st and 2nd FTAs (May MTD rates are 8% and 2.7% respectively; these have risen from 4.2% and 1.3% at the end of April).
- 2.4. **Cancellations:** On the day cancellations are currently 1.7% for May MTD, compared to 8.6% in Feb 2020. Again, the move to a virtual model has had a very positive impact on cancellations. IAS have much more opportunity now to source an alternative HP to pick up an assessment before needing to cancel.
- 2.5. **CSHU:** Claimants Sent Home Unseen is currently 1.2% (including where this was outside the providers control). As per March the two biggest reasons for assessments not concluding once contact has been made by the HP are 'Problems with the phone line / connectivity issues' and 'Claimant felt unwell / unfit and needed to end the assessment early'.
- 2.6. **Utilisation:** Utilisation of assessment capacity month to date is 91.3%. IAS continue to maximise opportunity with the Site Coordinators collaborating at a national level. Processes are in place to redistribute claimants to HPs (should the HP have available capacity) and also HPs to claimants, should an HP become unavailable, thus avoiding a cancellation. There continues to be minimal disruption to claimants. Whilst this national collaboration has been successful, IAS are working on a solution to streamline this process.
- 2.7. **Consultation Timings:** Preparation Time is c [REDACTED] S43 minutes; Average Consultation Time is c [REDACTED] S43 minutes; Write Up Time is c [REDACTED] S43 minutes. When compared to mid-April 2020 Preparation time has reduced by 2 minutes; Consultation time has reduced by 3 minutes; and Write Up has reduced by 3 minutes. The decrease in timings is due to the HPs becoming more experienced and more confident as they have completed more assessments. IAS continue to schedule 3 assessments per day with the focus on quality.
- 2.8. **Focus on SCP performance:** SCP are seeing less attrition but not experiencing an increase in recruitment so improvements in performance slower than for IAS. SCP haven't



seen the same impact on clearances from telephone assessments as IAS due to the ability to undertake less telephone assessments than face-to-face assessments.

Recruitment, Sickness & Attrition:

- 2.9. **Recruitment:** Recruitment hub expected to go live [REDACTED] **S38** There are a number of potential staff that have been recruited and are awaiting training and fortnightly calls are being done to talk them through the process, the training process and the learning curves; feedback is positive regarding these calls. [REDACTED] **S43** failed their recruitment targets in April so IAS are working with them on slightly reducing the recruitment targets to help [REDACTED] **S43** meet the targets. IAS now have six recruitment suppliers and can move requirements around if there are any issues. The new recruitment model is starting to take effect and improving flexibility to meet recruitment targets.
- 2.10. **Sickness:** Absence reduced by 1.6% in April (from 12.7% in March to 11.1% in April). Main reasons for absence were mental health, Covid-19 and pregnancy related. Most regions saw a reduction in April's figures compared to March. Currently focusing on reviewing the long term sick staff and what actions they can take to get the staff back into the workforce as soon as possible. Continuing to review work related adjustments to ensure they keep these staff in the workplace. Reviewing communications and engagement to improve short term absence. Last week IAS ran mental health week and focused on kindness and gratitude; and reissued mental health communications to refresh understanding for all staff.
- 2.11. **Attrition:** In April [REDACTED] **S43** FTE left ([REDACTED] **S43** heads); main reasons are change of career and job opportunity, expectations of the role and personal circumstances.

3. DWP update:

- 3.1. [REDACTED] **S40(2)** mentioned that the Department were preparing a submission for Ministers on any Covid-19 easements. Submission will be presented next week.
- 3.2. The online claiming process trial is progressing and DWP are testing a PDF version of the PIP2 with a small volume of claimants to provide insight on the form. DWP then want to test an HTML version by the end of June.
- 3.3. Best Endeavors work is also progressing. A number of cases have been stockpiled to identify contact numbers from other benefit sources and then undertake follow up actions to progress the cases as early as possible.
- 3.4. [REDACTED] **S40(2)** mentioned that the general feedback around the telephone assessments is very positive and indicates that the questioning during the assessment is being conducted effectively, with more probing questions, more robust justifications etc.
- 3.5. [REDACTED] **S40(2)** mentioned that the first stage of Covid-19 commercial period is progressing well i.e. CV process and costing model. The second phase on what the future commercial process will look like will progress shortly.

4. AOB:

- 4.1. [REDACTED] **S40(2)** wanted to raise a reminder to IAS around statutory notice. Feedback from claimants indicates that they feel they are not getting their statutory notice. [REDACTED] **S40(2)** asked for short notice appointments could IAS reinforce the messaging to staff to mention to claimants that the agreed appointment is a short notice appointment and that this waives the statutory notice period if they agree to it over the phone. Also for PBR cases where contact is made via telephone, can IAS staff ensure that it is clear that the PBR call is not a full telephone assessment appointment and to ensure this is clear. [REDACTED] **S40(2)** added that IAS remind all home working HPs around the security aspects of working from home and



conducting telephone assessments when there might be family present to ensure they comply with security processes.

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

Next Meeting:	[REDACTED] S38
Contact:	[REDACTED] S40(2)
Email:	[REDACTED] @dwp.gov.uk S40(2)