

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

## 1. Welcome and Introductions

- 1.1. [REDACTED] **S40(2)** welcomed everyone to the meeting and reviewed the attendee list .
- 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 (c22k) and clearances (c37k) in May. Head of work is currently 110k at the [REDACTED] S38 AACT currently stands at 71.7 days for LOT 1 and 72.2 days for LOT 3. Cases over 55 days are currently c49k, IAS expect that these are on track to meet the forecast. IAS expect that these aged cases will continue to reduce over the coming months as they are able to clear more difficult geographic cases due to the virtual nature of telephone assessments. IAS provided additional assurance that the current forecast is achievable. IAS are running a testing session with [REDACTED] S43, [REDACTED] S40(2) has asked for the specifics around testing and the security clearances of the BSL interpreters, [REDACTED] S40(2) to provide this before go live [REDACTED] S38

### Telephone Assessments:

- 2.2. **Capacity and Training:** IAS have completed c29k Telephone Assessments, with [REDACTED] S43 HPs on average completing 3 assessments each day. This equates to 50% of their available workforce. IAS has trained 53 back office staff in telephone assessments during May and this will increase to 80 by the [REDACTED]. S38 Intake of HP's in May has seen a net growth of [REDACTED] S43 FTE.
- 2.3. **Failed to Attend:** At the end of May the overall FTA rate was 12.6%. IAS has seen an increase in both 1st and 2nd FTAs.
- 2.4. **Cancellations:** On the day cancellations are currently 1.9% for May. The move to a virtual model has had a very positive impact on cancellations with greater opportunity source an alternative HP to pick up an assessment before needing to cancel.
- 2.5. **CSHU:** Claimants Sent Home Unseen is currently 3% (including where this was outside the providers control). As per April 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 c94%. 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 have streamlined this process and by mid-july all SCP's should be included.
- 2.7. **Consultation Timings:** Current consultation time is, on average, [REDACTED] S43 mins. 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 but are hopeful that with smarter-scheduling they will be able to increase to 4 assessments per HP per day. Start date for smarter-scheduling is to be confirmed.
- 2.8. **Focus on SCP performance:** Actual assessment clearances for all partner SCP is c10k. Further growth expected in June of 30 per day. Some capacity lost in May due to an increased clinical support need that wasn't foreseen and availability of IT Kit. These issues have now been resolved. Secondments to NHS during COVID: 6 HP's were placed but 2 have now returned and a further 5.6 FTE were seconded to NHS Lanarkshire and 5 FTE are returning in July. FTA and Cancellation rates are broadly the same as IAS proper.



## Recruitment, Sickness & Attrition:

- 2.9. **Recruitment:** [REDACTED] S43 FTE were recruited in May and over 2 months IAS have a net growth of 70 FTE [REDACTED] S43 and [REDACTED] S43 have hit their stretch target but expect June to return to natural levels in growth and attrition, currently have [REDACTED] S43 FO and [REDACTED] S43 BO starts. IAS have been running sessions with all recruitment partners to show the back office role in a more realistic light to improve candidate quality and marketing. [REDACTED] S43 have invested in their campaign and IAS have seen an increase in their pipeline as a result. Back Office staff are still being recruited into hubs but IAS are putting a business case together for remote working. IAS have also put extra support in place during onboarding, for staff who have been working on COVID wards. The new recruitment model is starting to take effect and is improving flexibility to meet recruitment targets.
- 2.10. **SCP Resourcing:** Projected FTE for Dec 2020 is [REDACTED] S43, an increase of [REDACTED] S43 FTE on the current figure. IAS continue to engage with SCP regarding them achieving their recruitment profile, with partner [REDACTED] S43 being a concern. An update to be provided in by July 2020.
- 2.11. **Sickness:** Absence rate overall is currently 10.8% and this is the lowest its been since Nov 2017. All sickness cases are being reviewed and their legal advisor has run a session on work place adjustments. Mental health sessions also continue to run and IAS have also implemented new policies on caring and bereavement.
- 2.12. **Attrition:** In May, [REDACTED] S43 FTE left the business; main reasons are job opportunity, expectations of the role and personal circumstances. Retention toolkit is being used widely by managers and this is working well.
- 2.13. **Performance Outlook:** Small changes will need to be made to the forecast. [REDACTED] S40(2) to pick this up in a separate telekit [REDACTED] S38

## 3. DWP update:

- 3.1. Quality and Assurance agenda plan is now in place to start this back up. QAM's to be put back in their roles to support this.
- 3.2. Working at pace to restart RAR work, DWP are working through a proposal at the moment with regards to the backlog and ensuring that they have enough staff in place.
- 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. MSRS portal for access is nearly there, DWP are waiting for a steer from policy and then a further update can be given.
- 3.5. [REDACTED]  
[REDACTED] S30 [REDACTED] S40(2) [REDACTED] S40(2) to confirm with [REDACTED] S40(2) the correct process and liaise with [REDACTED] S38

## 4. AOB:

- 4.1. [REDACTED] S43 completed an exercise that provided IAS with customer telephone numbers, where that information was missing on the PIP2. IAS then used this information to clear



some of their aged cases. Both [REDACTED] S43 and IAS felt this was a productive exercise and IAS would like this to continue. SDT to provide an update [REDACTED] S38

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)