

Title:	PIP Independent Assessment Services Lot Performance Group (Lot 1 & Lot 3)	
Date:S38	[REDACTED]	
Time:S38	[REDACTED]	
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] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Notes:S40(2)	[REDACTED]	[REDACTED]
<p>1. <u>Welcome and Introductions</u></p> <p>1.1. [REDACTED] S40(2) welcomed everyone to the meeting.</p> <p>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.</p> <p>1.3. The Action Points and DWP Service Delivery Reports will be reviewed and agreed by correspondence.</p>		
<p>2. <u>IAS Performance Update</u></p> <p>2.1. Normal Rules intakes were again very low in June (mainly New Claims and Change of Circumstances), which has allowed IAS to clear the Initial Review backlog. However, IAS expect c50k referrals returned over the forthcoming weeks on top of regular intake levels. The Head of Work has reduced by c18k with a balance of c101k at June month-end.</p>		



- 2.2. The auto-scheduling process for Telephone Assessments (TA) allows cases to be prioritised by date of referral; allowing the oldest cases to be scheduled; however, this has a negative impact on AACT performance, which has seen an increase in both Lots as IAS continue to work through the oldest cases across all regions.
- 2.3. Cases older than 55 days at June month end did decrease by c5k from May. IAS are working on solutions for c1k cases that had barriers to appointment scheduling that are over 55 days.
- 2.4. Utilisation is the highest monthly rate YTD with all regions improving May to June.
- 2.5. There were c35k TAs completed during June, and IAS cleared c34k cases during the month (average of 1,458 TAs completed daily in June). 70 Back Office HPs successfully completed Stage 3 of TA training to improve TA clearance capacity throughout July and August. This will impact PBR and IR clearance rates during this period.
- 2.6. Increases have been seen in both FTA and Same Day Cancellation performance since May. IAS has decided to conduct courtesy calls to all scheduled appointments to help improve the FTA and Same Day Cancellation performance.
- 2.7. National Reservoir Solution on track to go live [REDACTED] S38 and will include all IAS and SCP HPs delivering TAs. This will help improve and sustain utilisation rates and increase clearances.
- 2.8. Solution for BSL/Lip Speaker claimants going live w/c [REDACTED] S38 which will address 84 of IAS' aged cases. [REDACTED] S40(2) clarified that all companions should be offered the opportunity to these assessments via video link (not just those who also have BSL requirements) to support claimants during the TA. [REDACTED] S40(2) agreed that this could be facilitated.
- 2.9. Average Assessment Duration (AAD) times increased during June. This is mainly due to write up times increasing rather than the TA taking longer. The figures include HPs that are still going through their learning curve following TA training as these will naturally take slightly longer to write up to ensure accuracy/robustness of the assessment. [REDACTED] S40(2) took an action to provide a further breakdown of the AAD that only includes HPs who have completed their learning curve; and to also provide a breakdown of the TA HP workforce by learning curve/experience [REDACTED] S38
- 2.10. Recruitment numbers continue to remain high, with [REDACTED] S43 FTE recruited in June ([REDACTED] S43 and [REDACTED] S43 FTE in April and May respectively). Attrition was higher in June compared with previous months; predominantly HPs within their first 6 months of employment, however IAS still saw a net growth of c[REDACTED] S43 FTE ([REDACTED] S43 FTE in May). [REDACTED] S40(2) took an action to include at next month's LPG the IAS' Recruitment History and Projection for Front and Back Office staff i.e. recruitment, attrition, FTE changes, net growth and end-month FTE [REDACTED] S38

3. DWP update:

- 3.1. Fail to Attend process – DWP are currently working with Policy, Service Delivery and CMPD colleagues to review the tactical FTA process and agree a longer term process that protects vulnerable customers.
- 3.2. Automation of AP reports – hoping for [REDACTED] S38 release. This will remove the need for the physical sending of assessment reports into DWP via MOU i.e. scanning and indexing.
- 3.3. Feedback Loops – hoping for an [REDACTED] S38 release. This work is progressing really well and DWP are now looking at MI requirements. DWP will involve Providers to discuss how they would like to receive the MI etc.
- 3.4. Alternative Format and Reasonable Adjustments Marker – DWP are hoping to get these into the [REDACTED] S38 release. This is progressing nicely and already linked in with Providers.



- 3.5. Access to MSRS – DWP are awaiting confirmation of trial dates, and looking to confirm Critical Success Factors. The trial will hopefully answer the question on mandating use of the service. The service itself is being built and should be ready for testing in August/September 2020.
- 3.6. PIP Full PIP Rollout (Manual and Natural Reassessment cases) and Award Reviews have restarted (new invites are not being issued; however, there are some in the returned cases); with appropriate invites and forms e.g. PIP2s and AR1s, being reissued to claimants. There are no dates yet on when the new invites will be switched back on.
- 3.7. Disallowances for non-return of forms will recommence where they were paused during the Covid period. This could result in increased Recons/Appeals at a later date.
- 3.8. Enhanced to Nil award decision checks have restarted.
- 3.9. Work continues to return the AR cases that were pre-appointment and returned to DWP a couple of months ago.
- 3.10. RARs have recommenced.
- 3.11. The weekly lists of cases with no telephone number are being passed on to the relevant teams to try and obtain further telephone details.
- 3.12. AR1 triage in DWP Service Delivery has restarted.
- 3.13. Changes of Circumstances work in the DWP Bootle site is still showing positive results.
- 3.14. The DWP Service Delivery team to support the Best Endeavours additional evidence gathering is operational i.e. requesting ESA/UC reports when all other avenues have been exhausted.
- 3.15. The QAM network have been redeployed back to PIP during the last two weeks.
- 3.16. Targeted checks have restarted from beginning of July.

4. **AOB:**

- 4.1. ■ **S40(2)** mentioned that Team PIP are undertaking a review of all key governance meetings, data sets/reports and terms of reference. IAS will be included in the review process.
- 4.2. ■ **S40(2)** thanked everyone for their contributions and closed the meeting.

Next Meeting:	■ S38
Contact:	■ S40(2)
Email:	■ @dwp.gov.uk S40(2)