



Department
for Work &
Pensions

Minutes

Title:	PIP Independent Assessment Services (IAS) Lot Performance Group meeting (Lot 1 and Lot 3)	
Date:S38		
Location:S38		
Chair:S40(2)		
Attendees:S40(2)		
Notes:		
1. Welcome and Introductions		
1.1. S40(2) thanked everyone for attending the meeting.		
1.2. 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. Action Points		
2.1. S40(2) went through all the outstanding action points (see Action Point Log for further details of all outstanding actions).		
3. IAS Performance Update		
3.1. S40(2) provided an update on Recruitment, Absence and Attrition since the last LPG:		
<ul style="list-style-type: none">Recruitment: IAS recruited S43 front office HP FTE in July 2019 (against a forecast of S43 FTE). The total front and back office headcount increased to S43 (+7). IAS are still trying to improve candidate attraction through Refer a Friend flyers being issued to new joiners, Radio adverts in areas where there are vacancies and recruitment events. IAS are trying to improve the recruitment process by ringfencing the interview team to improve interview consistency. S40(2) took an action to arrange a workshop/call to discuss and improve understanding of IAS' recruitment assumptions, including postcode attraction assumptions, based on what has happened previously and more realistic expectations on future recruitment figures (S38).Absence: Sickness absence increased to 12.2% in July 2019; this is a slight increase of 0.8%. The majority of this absence is short term sickness and in the front office		

clinical space. Sickness absence management training has now completed and IAS have launched a Mental Health employee toolkit that can be accessed via a variety of IT platforms and provide further support for all IAS staff. Absence Champions are being trained to track absence performance for each region.

- **Attrition:** A total of █████ S43 front office HP FTE left during July 2019. The majority of leavers are during the first 6 months and are going through training; therefore IAS are trying to provide more support to improve the volume of leavers during this period. Senior Management Team weekly governance calls continue to take place to discuss and identify common themes for attrition and to put corrective actions in place and to improve the volume of attrition. The Stage 2 onboarding pass rate increased to 76% during July 2019 due to changes implemented to the training format. Brave Ideas continues to create lots of improvement suggestions from all employees.
- █████ S40(2) took an action to include Supply Chain Partner (SCP) recruitment, absence and attrition data, for each SCP, in future updates, where possible (█████ S38).

3.2. █████ S40(2) provided a high-level update on performance:

- SLA4a performance for both Lots improved and cases over 55 days has decreased 54% from the previous month.
- Lot 1 AACT has reduced from 30.7 to 21.9 from February to July and remains stable during August. 98.8% of cases are currently being cleared within 55 days, which is an improvement of 7.6% since February.
- Lot 3 AACT has reduced from 41.1 to 30.9 from February to July and continues to improve during August. 95.2% of cases are currently being cleared within 55 days, which is an improvement of 21.6% since February.

4. CHES Performance Review

4.1. █████ S40(2) went through the DWP Service Delivery Reports (LPG Pack) and highlighted the following key performance:

Lot 1 Performance for July 2019:

- **SLA4a NR Clearances:** performance for July 2019 was 93.5% (Red); resulting in a service credit of █████ S43. There were 70 cases put forward for mitigation and all were accepted; therefore post mitigation performance improved to 93.7% (Red) and the service credit reduced to █████ S43.
- **SLA4b NR Cases over 55 days:** there were 255 cases over 55 days at month-end; resulting in a service credit of █████ S43.
- **Head of Work:** there was a reduction of 1,650 cases in the Head of Work which stood at 34,282 at July 2019 month-end.
- **SLA1 U Grade Audit Reports:** the in-month performance for July 2019 was 3.9% (Red); and the rolling three month's performance was 4.0% (Red); resulting in a No Pay Amount of █████ S43.
- **SLA7b Rework Cases over 3 days:** there was one case over 3 days at July 2019 month-end; resulting in a service credit of █████ S43. This case was put forward for mitigation and was accepted; therefore improving performance to nil cases over 3 days at July 2019 month-end and reducing the service credit to █████ S43.
- **SLA14a Rework Examination Clearances:** performance for July 2019 was 79.2% (Red); resulting in a service credit of █████ S43.

The total pre-mitigation service credits were ██████ S43. Following acceptance of mitigation the post mitigation service credits reduced to ██████ S43 and the No-Pay Amount for SLA1 was ██████ S43. Therefore the total Service Credits and No Pay Amount to be applied for July 2019 is ██████ S43.

Lot 3 Performance for July 2019:

- **SLA12 Claimants Sent Home Unseen:** performance for July 2019 was 1.2% (Red); resulting in a service credit of ██████ S43.
- **SLA4a NR Clearances:** performance for July 2019 was 79.3% (Red); resulting in a service credit of ██████ S43. There were 386 cases put forward for mitigation and all were accepted; therefore post mitigation performance improved to 80.7% (Red) and the service credit reduced to ██████ S43.
- **SLA4b NR Cases over 55 days:** there were 794 cases over 55 days at July 2019 month-end; resulting in a service credit of ██████ S43. There was one case put forward for mitigation and this was accepted; therefore post mitigation performance improved to 793 cases over 55 days and the service credit reducing to ██████ S43.
- **Head of Work:** there was a reduction of 101 cases in the Head of Work which stood at 42,243 at July 2019 month-end.
- **SLA1 U Grade Audit Reports:** the in-month performance for July 2019 was 4.7% (Red); and the rolling three month's performance was 4.3% (Red); resulting in a No Pay Amount of ██████ S43.
- **SLA7a Rework Clearances:** performance for July 2019 was 97.3%; resulting in a service credit of ██████ S43. There was one case put forward for mitigation and this case was accepted; therefore performance improved to 98.7% (Green) and the service credit reducing to ██████ S43.
- **SLA7b Rework Cases over 3 days:** there was 1 case over 3 days at July 2019 month-end (Red); resulting in a service credit of ██████ S43. This case was put forward for mitigation and was accepted; therefore the post mitigation performance improved to zero cases over 3 days at July month-end and the service credit reducing to ██████ S43.
- **SLA14a Rework Examination Clearances:** performance for July 2019 was 73.3% (Red); resulting in a service credit of ██████ S43.
- **SLA14b Rework Examinations Cases over 25 days:** there was 1 case over 25 days at July month-end (Red); resulting in a service credit of ██████ S43. This case was put forward for mitigation and was accepted; therefore the post mitigation performance improved to zero cases over 25 days at July month-end and the service credit reducing to ██████ S43.

The total pre-mitigation service credits were ██████ S43. Following acceptance of mitigation the post mitigation service credits reduced to ██████ S43 and the No-Pay Amount for SLA1 was ██████ S43. Therefore the total Service Credits and No Pay Amount to be applied for July 2019 is ██████ S43.

4.2. ██████ S40(2) asked IAS if the performance and service credits reported to the group accurately reflected the July 2019 position for both Lot 1 and Lot 3; IAS agreed.

5. DWP Operations & OED Update

5.1. ██████ S40(2) provided a Service Design and Transformation update:

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- Quality decision making workshops to case managers (Holistic Decision making) have now been completed. They have started to evaluate the difference this is making.
- Continue to look closely at how they improve the links between Disability Services and Work Services – using the DEAs as support for Work Coaches in Jobcentres.
- Linked to this closer working agenda DWP have now completed a very small Test and Learn in Reassessment cases (DLA to PIP – a small team of seven CMs in Telford) where claimants might be going from a high award in DLA to nil on PIP. Introducing a telephone call to ensure DWP have all evidence before giving a nil award. Evaluation of that test and learn is underway and will inform a similar test and learn for PIP cases going from enhanced / enhanced to nil. That is being designed – still very small scale.
- State Pension Age changes have been implemented for Flow cases and IT Changes for stock cases have just been implemented.
- Looking at our FTA processes to streamline them.
- DWP are making some preliminary enquiries to the paused CR around second UTAs to see if this can be improved.

5.2. [REDACTED] S40(2) provided a DWP Operations update:

- Award Review triage has resumed.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

S43

6. AOB

- 6.1. [REDACTED] S40(2) asked if IAS could clarify the FTA process when IAS tries to reschedule an appointment but cannot get hold of the claimant and subsequently the claimant fails to attend the original appointment. [REDACTED] S40(2) took an action to confirm and share the full FTA process and whether the original appointment remain open in case the claimant does turn up for the original appointment ([REDACTED] S38).
- 6.2. [REDACTED] S40(2) asked everyone if there was any other business; no-one raised anything further and [REDACTED] S40(2) closed the meeting.

Next Meeting:

[REDACTED] S38

Contact:

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