

<b>Title:</b>	PIP Independent Assessment Services Lot Performance Group (Lot 1 & Lot 3)	
<b>Date:S38</b>	[REDACTED]	
<b>Time:S38</b>	[REDACTED] (via telekit)	
<b>Telekit Details:S38</b>	[REDACTED] [REDACTED]	
<b>Chair:S40(2)</b>	[REDACTED]	[REDACTED]
<b>S40(2)</b>	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[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.
- 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.
- 1.3. [REDACTED] S40(2) went through the outstanding Action Points and the group agreed that the paused action points could be picked up again once face-to-face assessments restart.
- 1.4. The DWP Service Delivery Reports will be reviewed and agreed by correspondence.

## 2. IAS Performance Update

- 2.1. Intakes for July 2020 were significantly higher than expected against the agreed Incentives Scheme forecasts. Clearances were in line with forecast (actual against forecast was 98.8%), although noted 1,042 clearances from overtime had been included in July actuals that had not been part of the planned clearances. This has meant an increase in the July month-end head of work position to c123k.



- 2.2. The increase in intakes has had a detrimental impact on PBR performance (as a significant number had been 'returned cases', from which few PBRs were achieved. [REDACTED] S40(2) mentioned that the volumes within the update from IAS were inconsistent. [REDACTED] S40(2) took an action to review the PBR performance within the update to ensure that the figures were accurate and consistent [REDACTED] S38 [REDACTED] S40(2) also agreed to add some additional lines of data in the Target Profile update around the forecasts and other lines to give a better understanding of the monthly performance [REDACTED]. S38
- 2.3. The AACT performance in Lot 1 was maintained and in Lot 3 it decreased. The aged cases decreased by c16.3k from June month-end and at the start of w/c [REDACTED] S38 the volume of aged cases reduced to c11.5k, a further reduction of c17k from July month-end. Due to this significant reduction in aged cases, the AACT was still very high; however, will start to reduce significantly while the aged cases reduces further and more newer cases are assessed and cleared.
- 2.4. The BSL / Lip speaker claimant solution went live on the [REDACTED], S38 which led to a reduction in parked BSL claimants awaiting an assessment i.e. c84 parked cases over 55 days waiting at June month-end, compared to c27 parked cases over 55 days waiting at July month-end.
- 2.5. There were c42k Telephone Assessments (TA) completed during July. This was helped by the implementation of the National Reservior Team [REDACTED], S38 which has improved HP utilisation to over 96% for July, the highest monthly rate YTD.
- 2.6. The Claimant Sent Home Unseen (CSHU) performance increased slightly. [REDACTED] S40(2) mentioned that for Lot 3 for July the performance was 1.2% and above the agreed target level. [REDACTED] S40(2) asked if there were any specific reasons for this? [REDACTED] S40(2) said that she wasn't aware of any specific reasons for this and took an action to investigate the reasons for the failed performance of SC12 CSHU for Lot 3 [REDACTED]. S38
- 2.7. All Supply Chain Partner's (SCP) clearances were above forecasted levels during July. This was mainly down to sickness being lower than expected, some overtime clearances, HPs moving through the learning curve quicker than expected, some additional [REDACTED] S43 clearances that weren't forecast, and the additional cases scheduled through the National Reservior Team. One SCP is undertaking [REDACTED]. S43 Initial feedback and performance is very positive.
- 2.8. Recruitment achieved [REDACTED] S43 Front Office FTE and [REDACTED] S43 Back Office FTE in July ([REDACTED] S43 Front Office FTE and [REDACTED] S43 Back Office FTE confirmed as starting in August). SCP resourcing growth across July was significantly more positive than any other period across 2020; collective growth was [REDACTED] S43 FTE from the previous month. IAS working with recruitment partners on further marketing plans including social media platforms and search engine optimisation. IAS have also received RCN accreditation for their Front Office training. IAS have implemented a new five week lead time for new starters to ensure the best possible onboarding journey and training sessions have been held with all recruitment partners on how to prepare candidates for the new online testing in the Recuirment Hub. Additional interview slots have been offered over weekends/evenings to help keep up with demand. IAS have ceased their partnership with MSI due to continued performance concerns and recruiter behavior and have held initial talks with [REDACTED] S43 with a view to bringing them in as a direct Tier 1 recruiter.
- 2.9. Overall sickness absence increased by 0.9% from 11.7% in June to 12.6% in July. Improvements in absences were seen in the North East (-1.5%), Scotland (-1.0%) and the



East (-0.7%); however there were increased absences in the North West (+2.0%), London (+2.2%), South East (+0.1%) and South West (+2.4%).

- 2.10. Attrition performance saw [REDACTED] S43 Front Office FTE and [REDACTED] S43 Back Office FTE leave during July; with the main reasons being failed training/performance related, expectations of the role, job opportunities and personal circumstances. There continues to be a number of activities underway to help drive engagement and reduce the Front Office HP attrition.

### 3. DWP update:

- 3.1. **Uncategorised White Mail and improving the GPFR categorisation** – DWP are undertaking a piece of work regarding improving the categorisation of some of the unallocated white mail received and scanned at MOU; this includes improving the automatic categorisation of the GPFR form.
- 3.2. **FTA process** – following the test and learn pilots earlier this year DWP are planning to do some further work around the FTA process and are going to gather evidence on the reasons for FTA e.g. via the PIP6000 form. Any feedback on the reasons will be feedback to IAS.
- 3.3. **Lack of Contact Numbers** – the process for obtaining additional contact numbers where none were previously held by IAS or the current details were unsuccessful in contacting the claimant is working well and weekly lists are being provided by IAS, and then returned once DWP have investigated any other contact details. This is enabling more telephone assessments and reducing the possible BE cases.
- 3.4. **Best Endeavours (BE) cases** – for the BE cases where IAS would like DWP to see if there is an available ESA/UC Report, could the daily lists of these cases could go direct to the group mailbox [REDACTED]. S43 DWP have received the first 85 completed BE cases. DWP would appreciate it if IAS could also ensure that the daily lists of completed BE cases goes to the dedicated mailbox [REDACTED] S43 as there is the potential for anyone in DWP Service Delivery to pick the returned task up and action the case; however, they will not be sighted on the process [REDACTED] S40(2) has sent an email to [REDACTED] S40(2) in IAS to add the group mailbox to the daily distribution list of completed BE cases.
- 3.5. **MM into BAU (activity 9)** – DWP Service Delivery will be going live with MM on [REDACTED], S38 same day that the PIPAG is published. DWP have commenced upskilling staff and this was delivered to the QAMs and QLs last week and will be delivered to CMs over the next 3 weeks.
- 3.6. **Disallowance Test and Learn** – DWP have reviewed 100 cases that were stockpiled disallowances, 37 Reassessment and 63 Award Review cases. The CM reviewed all the evidence and if the case was still a disallowance a pre-decision call was made to the claimant to advise that the decision was likely to be a disallowance and give the claimant the opportunity to provide more information. The early feedback and observations from this stage of the test and learn is that the CMs found the calls with Reassessment claimants difficult and changed 6 decisions and mostly did not gather any different information than already held. The Award Review CMs had a much more positive experience with the claimants and have been able to change more awards. Further evaluation will now be completed. The second part of the test and learn will contact the claimants 3 to 4 weeks after their decision was made to understand the claimant's experience of the PIP journey and if the pre-decision call made the experience better even when the decision outcome is unfavourable.
- 3.7. **Change of Circumstances (CoC) Test and Learn** – two teams are looking to see if in-house decisions can be made on CoC Award Reviews using the PIP2 UI only. Three weeks



into the test one team has made in-house decisions on 50% and one on 77% of the cases. Cases will be checked by Tier 2 checking and included in the evaluation.

4. **AOB:**

- 4.1. [REDACTED] **S40(2)** mentioned that the Stage 2 Covid Contract Variations were near sign off; however the governance arrangements to monitor and validate performance against the variations still needs agreeing. [REDACTED] **S40(2)** added that once stage 2 is signed off, the governance arrangements and sources of information required to monitor and validate the performance of the agreed variations will be agreed between the two parties; this may be via the LPG meetings.
- 4.2. There were no other AOB items; therefore, [REDACTED] **S40(2)** thanked everyone for their contributions and closed the meeting.

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