Department for Work & Pensions

Minutes

Title:	PIP IAS Lot Performance Group (Lot 1 & Lot 3)
Date:S38	████████████████████
Location:S38	██████
Chair:S40(2)	██████ ████████████████████████
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Notes:	██████ ████████████████████

1. Welcome and Introductions

1.1 ██ S40(2)) thanked everyone for attending the meeting. The minutes from the previous meeting were signed off.
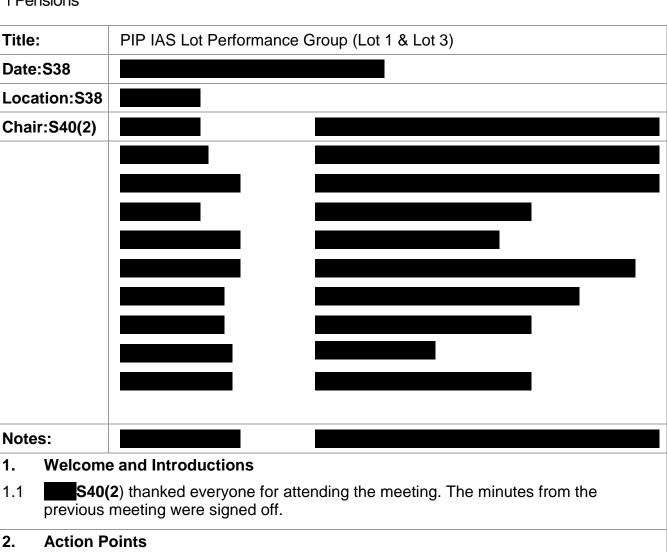
2. Action Points

2.1 ██████ S40(2)) went through the outstanding action points and updates were provided.

3. IAS Performance Update (Attrition, Recruitment, Sickness, Forward Look)

3.1 ██████ S40(2)) mentioned that intakes were slightly higher than forecast and in particular a higher number of AR's in the South West, ██ S40(2)) agreed to share the expected AR volume projection with IAS once available. (██████████ S38).

3.2 There has been an increase in the number of areas with AACT over 45 days.

- Sickness was higher than expected in Front office alongside attrition also being more than the expected level. Recruitment was also below planned levels, all of which negatively impact capacity levels.

- IAS continue with exit interviews and the trend for October and November were mainly due to personal circumstances and mental health issues.

- ██████ S43, the new recruitment partner are trying different ways to recruit and there were signs of some early success.

  - During LPG SCP FTE was discussed, IAS agreed to provide this information (██████████ S38)

4   CHES Performance Review

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

   Lot 1 Performance for November 2019:

- **SLA 12 Claimants Sent Home Unseen:** Performance missed here now 2 months in succession. IAS explained this was due to seasonal absences and SCP challenges in some small sites.
- **SLA 8A – Claimant Call Waiting Times:** Target missed achieving 76.7% against a target of 80%. IAS confirmed that additional staff have been taken for this area of work.
- **SLA 4A – AACT:** Performance met in-month at 31.5 days.
- **SLA 4B – Cases over 55 days:** Rising trend in cases over 55 days and at 1,341 at month end.
- **SLA 1 Quality – U Grade Reports:** Target missed with in-month performance at 4.3% and the rolling 3-month performance achieved is 4.9%.
- **SLA 14 – Rework Examination Clearances:** Target missed achieving 79.2% against a target of 99%. IAS agreed to review their SLA14a end to end process. **(███████████S38)**

Total pre-mitigation service credits were ██████**S43 and** ██████**S43 post mitigation. The No-Pay Amount for SLA 1 was** █████████**S43, which gave a grand Total of post mitigation service credits of** ███████**S43.**

   Lot 3 Performance for November 2019:
- **SLA 8A – Claimant Call Waiting Times**: Target here missed achieving 77.3% against a target of 80%.
- **SLA 4A – AACT**: Target missed, achieving an AACT of 36.5 days against a target 35 days.
- **SLA 4B – Cases over 55 days:** Cases over 55 days in the month have risen to 5073.
- **SLA 1 Quality – U Grade Reports:** Target missed with in-month performance at 3.3% and the rolling 3-month performance achieved is 4.3%.

Total pre-mitigation service credits were ██████**S43 and** ████████**S43post mitigation. The No-Pay Amount for SLA 1 was** ██████**S43, which gave a grand Total of post mitigation service credits of** █████████**S43.**
IAS to confirm sign-off of November SDR (████████████**S38)**

5   AOB

5.1   IAS noticed lower number of advice referrals and asked if there is a potential for a spike in this area. ████**S40(2)** explained that holistic decision making may have impacted this and was not aware of any potential spike in advice referrals. (████████████**S38**) – ████**S40(2)** to contact Service Delivery for confirmation.

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