



Department
for Work &
Pensions

Minutes

Title:	PIP Independent Assessment Services Lot Performance Group (Lot 1 and Lot 3)	
Date:S38	[REDACTED]	
Location:S38	[REDACTED]	
Chair:S40(2)	[REDACTED]	[REDACTED]
Attendees:S40(2)	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Notes:	[REDACTED]	[REDACTED]
1. Welcome and Introductions 1.1. [REDACTED] S40(2) thanked everyone for attending the meeting. 1.2. [REDACTED] S40(2) asked everyone if they were content with approving the Minutes from the January meeting; all agreed the Minutes accurately represented the discussions and could be signed off.		
2. Action Points 2.1. [REDACTED] S40(2) went through all the outstanding action points (see Action Point Log for further details of all outstanding actions).		
3. Performance Measurement Awareness Presentation 3.1. [REDACTED] S40(2) gave an overview of PM Team and talked through her presentation. 3.2. She confirmed the current sample size is 1,600 cases per year. 3.3. Feedback is provided to DWP and although no direct feedback to IAS the resulting changes to the PIPAG, correspondence etc provide indirect feedback. 3.4. [REDACTED] S40(2) to issue copy of presentation to IAS attendees. ([REDACTED] S38)		
4. IAS Performance Update 4.1. [REDACTED] S40(2) presented a high level summary of recruitment, sickness and attrition within IAS. 4.2. Recruitment		

- [REDACTED] S43 recruited in month against an expectation of 31.5 (includes 15 TUPE). The projection for February is 38 and IAS are expecting to achieve 28 FTE, however, attrition is currently better than projected meaning overall growth in line with projections.
- [REDACTED] S43 are targeted to on board between 60-80 each month.
- IAS are assured that the new recruitment process recently implemented will not result in less capable candidates securing employment.
- The learning curve has been extended to 20 weeks.
- [REDACTED] 40(2) stated that the targets on recruitment have been missed over several months. [REDACTED] S40(2) informed that the review of salaries may have to be extended further with consideration given to supply chain partners (ie no detrimental affect on their resources). ([REDACTED] S38)

4.3. Sickness

- 1% overall increase in sick absence.
- NW, SE & East continue to be problem areas.
- LOT view of front office HPs is now provided.

4.4. Attrition

- Slightly higher than anticipated at [REDACTED] S43.
- Attrition for employees with less than 6 months employment has increased from 10 to [REDACTED] S43 in January. IAS will investigate and provide further information. ([REDACTED] S38)

4.5. Performance and Forward Look

- SCPs achieved 5% above target clearances.
- Increase number of PBRs at 12.6%.
- SLA4a - Predictions for Lot 1 are close to being achieved. Lot 3 is not expected to achieve trajectory, IAS anticipate 47% for February, 50% for March and April with significant improvement (+30%) expected by the end of May.
- Cases O/55 Days - Feb assumptions have changed and cases outstanding at the end of February are expected to increase to 5,989
- There are some challenging geographic areas for cases O/55 days, the mobile pool has not been as effective as anticipated.
- Initiatives for HPs are in place for February. Compensation for working outside of the area and regional mobile pool roles offered on secondment.
- [REDACTED] S40(2) informed IAS that the DWP Performance Team will visit IAS in the near future to better understand aged cases and what's being done to reduce the age of the cases in the IAS space.
- It was noted that the majority of aged cases are in Lot 3.
- HOW – Both Lots have seen a reduction.
- [REDACTED] S40(2) will provide revised clearance plans by Lot over the next couple of days. (No AP required as plans received as stated)

4.6. Sub-Contractor Management Update

- Due to time constraints this agenda item will be discussed at the March LPG or a separate call with IAS will be made ([REDACTED] S38)

5. CHES Performance Review – January 2019 Performance

- The Service Delivery Report, SLA Mitigation and Service Credit position was discussed and all figures were signed off at the meeting.

6. DWP Operations Update & OED Update

- 6.1. DWP Ops have focussed on AR and quality of AR, following a high profile case that the MfDP was involved in, a case had moved from enhanced enhanced to nil nil at AR stage. This has resulted in DWP Ops implementing additional checks where an AP report recommends a nil nil disallowance when there has been a previous enhanced/enhanced award or one component of enhanced. DWP Ops are also completing some additional checks on all ARs and some historic AR1 only decisions. The analysis to date indicates 83% have been correctly disallowed, this may mean more advice and rework is requested. Volumes checked to date are 895 since 04/02/19.
- 6.2. DWP Ops have received feedback that when it states on a PA4 from Providers a claimant has attended an assessment alone, it actually means that they are in the assessment alone. However, it may be the case that the claimant has travelled to the assessment accompanied and their companion waits for them in the waiting room whilst the assessment takes place. If this is not made clear CMs will use this statement to support their justification. IAS will ask HPs to clarify on future PA4s.
- 6.3. DWP Ops require the volumes of rework which do not require an assessment - This information can be sourced from the SDR.
- 6.4. OED informed both test and learns linked to claimant unable to attend has been paused, further information will follow next month.

7. AOB

- 7.1. [REDACTED] S40(2) informed IAS that RAR's are continuing at increased levels in DWP.
- 7.2. [REDACTED] S40(2) requested that IAS inform DWP of any assessment centre closures.

Next Meeting: [REDACTED]

[REDACTED] S38