



- PBRs - Increase on projected numbers for January with 10,483 cleared by PBR. IAS expect a similar increase for February. The 'parked' cases have now been cleared, and there are currently 35K in the initial review stage of the process. IAS stated that they could potentially achieve 20% of PBR cases over the next couple of months and will ensure they work closely with IA to secure quality.
- SLA4a – January performance has deteriorated in both Lots with Lot 1 achieving 41.0 and Lot 3 47.7. The challenge for IAS over the coming months will be the majority of cases reaching 55 days and above, currently 74.5%
- The claimant experience in some of the IAS 'hotspot' areas is compromised and [REDACTED] S40(2) asked if there are any plans in place regarding comms. [REDACTED] S40(2) stated that they could potentially consider contacting claimants regarding lead in times for assessments and that reputational damage is also a consideration. He commented that IAS have a meeting with [REDACTED] S38 on [REDACTED] S38

#### **Recruitment:**

- IAS recruited [REDACTED] S43 staff in January against a target of 50 giving a total of [REDACTED] S43 FTE against a planned [REDACTED] S43.
- Recruitment for February is looking extremely challenging with [REDACTED] S43 landed.
- [REDACTED] S43 have reduced the number of staff recruiting for IAS from 16 to 9. Of the 9, just 5 staff have over 6 months experience. In addition, some internal IT issues have impacted performance. IAS have escalated to Senior Leaders within the organisation and [REDACTED] S43 have an improvement plan in place with the expectation that performance will turnaround in April. [REDACTED] S38
- IAS have 31 recruits in the pipeline for March with significant numbers going through the recruitment process. This may result in an additional 40 staff.
- [REDACTED] S40(2) questioned April's potential growth given the impact of the Easter holiday period. IAS confirmed that training courses will continue to be staged over the bank holiday period with staff incentives being offered.
- It was noted at the meeting that Scotland is a potential recruitment risk, due to Scottish government devolution plans.
- Salary review - salary and bonus elements have been separated for recruitment purposes. The design principles have been agreed and are at a key stage of development. A decision is to be made soon and timeframe for implementation and will be looked at initially as a pilot.
- IAS will be discussing feedback from [REDACTED] S43 during wc [REDACTED] S38 [REDACTED] S40(2) will set up a call with the Performance Team following the call [REDACTED] S38
- Millennial Campaign is ready to go live and [REDACTED] S40(2) will share the details [REDACTED] S38
- IAS are aiming to have in place 15 Mentors per region to assist with the on boarding of recruits. They are currently undertaking a review of where mentors will be located and the plan will be shared with DWP [REDACTED] S38
- Triage of stage 4 training will be implemented by April which IAS expect to have a positive impact on onboarding.

#### **3.2. Attrition:**

- Attrition for January was [REDACTED] S43 against a planned figure of 35.7.
- FTE numbers were impacted by staff reducing their contractual hours. [REDACTED] S40(2) requested that this be reflected in future projections and assumptions
- An improving picture is expected in February with figures being in the low 30's.
- The highest attrition rates were 11 staff with two months service, and 8 staff with 3-6 months

- [REDACTED] S40(2) requested that IAS clarify the numbers quoted on slides 19-21 of the performance pack as they were conflicting [REDACTED] S38
- [REDACTED] S40(2) noted that the number of leavers with 6-12 months service has increased over the past two months and questioned whether IAS considered this was becoming a trend. IAS to review for discussion at next LPG.

### 3.3. **Sickness:**

- Sickness increased slightly within the IAS FO by 0.4% and 0.6% in the BO.
- There is a key focus on mental health absences.
- IAS are currently finalising a catalogue of adjustments that could be potentially needed for recruits with underlying conditions.

### 3.4 **Engagement:**

- Exit interviews will feed into the scratchpad to give full reasons for leaving.
- IAS have shared engagement activities with SCPs.
- People-focus meetings due to be held quarterly.
- Quick wins to be rolled out and IAS will give on going feedback.

## 4. **DWP Customer Experience and Safeguarding Team**

- 4.1. The Claimant Experience and Safeguarding Team attended both LPGs to introduce themselves to APs and start building contacts/relationships. IAS to provide the name of a SPOC to support requests made [REDACTED] S38
- 4.2. The Team are responsible for overseeing high profile cases quickly and sensitively. Cases are referred via SOS, MfDP, DWP SLT, Media, FOIs.
- 4.3. IAS can also contact the DWP Safeguarding team with high profile cases they recognise. ([REDACTED] S43), or share information via the CHES PIP Performance Team.

## 5. **CHES Performance Review – January 2020 Performance**

- 5.1 Comments arising from the SDR in addition to those in the forward look performance are;
  - SLA 11 - Combined target met> However, AC missed for the 2<sup>nd</sup> month.
  - SLA4b – An increase on the previous month. IAS confirmed that cases are continuing to process in date order
  - SLA7 – 97.4%, 1 case outstanding

In order to fulfil agenda commitments [REDACTED] S40(2) to have a discussion with [REDACTED] S40(2) regarding missed targets and SDR queries. [REDACTED] S38

## 6 **DWP Service Design and Planning Update**

- 6.1 [REDACTED] S40(2) provided the Operation & Service Design and Planning Update:

- **Case Conference** – The first joint calibration meeting DWP, CHES, APs and Policy. This forum will look at individual cases which are randomly selected, it is hoped these case conferences will continue.

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

[REDACTED] S30. [REDACTED] S38

- **Change of Circs (CoC) Test and Learn** – DWP are in the process of a 2 week test and learn for in-house decisions in CoC cases. Evaluation to follow.

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- **Enhanced to Nil Pre Decision Call test and learn** – Awaiting a formal evaluation, but early findings are that approx. 34% of the cases were changed following the call. However out of a sample of 398, 181 had requested and MR.
- **CHKN UT Judgement** – Serco script has been changed for PIPRA cases, and the customer will from the 9th March be asked if they wish for their DLA evidence to be used Y or N. A sampling exercise showed that circa 50% request the use of the DLA evidence. DLA evidence will be scanned to PIPCS and evidence will be retrieved from storage. [REDACTED] **S40(2)** to clarify how the process will work for Providers going forward regarding the scanning of documents tasks generated [REDACTED] **S38**
- **Minimum Award Lengths** - A proposal from DWP Policy that the minimum Award length is increased 18 months is in the early stages.
- **FTA** – CR to look at cases which FTA that are returned to DWP are then pushed to the top of the queue when returned to AP. IAS to impact the CR once issued.
- **Woody Lodge** – DWP addressing public liability questions raised. Meanwhile all other options are being explored via a CR.
- **UTA** – DWP are looking at the different types of UTAs to try and prevent an FTA and will share any subsequent CR..

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