

Minutes

1

- 3.3. [REDACTED] S40(2) asked if performance is shared between SCPs. [REDACTED] S40(2) stated that figures are contained within the IAS data and anonymised for SCPs.
- 3.4. IAS confirmed that there currently have [REDACTED]. S43 [REDACTED] S40(2) will share the details and outputs from last partnership meeting [REDACTED] S38
- 3.5. IAS to provide figures on performance on approvals of HPs for SCPs. ([REDACTED] S38)
- 3.6. IAS to discuss what information can be supplied on SCPs and share SLAs. ([REDACTED] S38)
- 3.7. [REDACTED] S40(2) requested that IAS provide the omitted slide from the February presentation relating SCP performance. ([REDACTED] S38)

4. IAS Performance Update

- 4.1. **Complaints** [REDACTED] S40(2) talked through her presentation.
- 4.2. Performance improved in both Lots over the past quarter.
- 4.3. The increase in complaints against HPs can be explained by a change to the logging process.
- 4.4. IAS will compare the direct relationship between volumes and the percentage of complaints received in future packs (added to forward look agenda).
- 4.5. IAS will work with SCPs during regional calls to help drive down complaint numbers.
- 4.6. [REDACTED] S40(2) will provide some examples of cases where complaints have been upheld for the reason 'Query HP Qualification'. ([REDACTED] S38)
- 4.7. There has been an increase in cases where a serious complaint has been partially upheld. IAS explained this by confirming that the area of the complaint being upheld is the less serious element of the complaint. There is no overall increase in the serious area of complaints.
- 4.8. **Claimant Satisfaction:**
- 4.9. Both Lots achieved target, with a significant increase in the SE region on the previous quarter.
- 4.10. **Recruitment Attrition & Sickness:** [REDACTED] S40(2) talked through her presentation.
- 4.11. Recruitment:
- 4.12. [REDACTED] S40(2) will update on the conversion rates following the 70 leads taken at the [REDACTED] S43 'NTC live' recruitment event on 2nd March ([REDACTED] S38)
- 4.13. IAS are having daily calls with [REDACTED] S43 to ensure the focus is being maintained. [REDACTED] S43 have now embedded their recruitment and IAS are holding weekly calls with them.
- 4.14. Figures for March: 47 planned, with an expectation of u/40.
- 4.15. Figures for April: 35 already secured. 40-45 assumed against a target of 47. (A decrease in attrition rates has assisted with the overall numbers)
- 4.16. Sickness:
- 4.17. Absence rates in the NW region have decreased. IAS have looked at alternative ways of working which has contributed to the reduction.
- 4.18. A pilot is currently running for HPs to speak to clinicians when making their initial contact regarding the absence. Feedback will be provided at the next meeting.
- 4.19. Attrition:
- 4.20. IAS have seen a significant reduction on the previous month.
- 4.21. 0-6 months reduced from 25 to [REDACTED] S43 in January.

- 4.22. 'Brave ideas' - Employees within IAS are encouraged to feedback their ideas, 80 have been put forward since the launch at the end of February.
- 4.23. **Forward Look Performance:** ██████████ S40(2) talked through his presentation.
- 4.24. Increase in intake against planned. An additional 10k ARs were received in February and currently 6% higher for March. CHES analysis showed the AR over-referral was approximately 6k.
- 4.25. Clearances were 2k less than planned. Some sites were affected by weather disruption. However, March figures are expected to exceed planned.
- 4.26. The regional mobile pool of HPs is to be refreshed as uptake has not been as good as expected with numbers totalling 35 across both Lots, and 4/5 specifically in the Lot 3 regional pool.
- 4.27. SLA4a performance for both Lots is below forecast. However, IAS project significant improvements in both 4a & b in May.
- 4.28. Cases O/55days – Currently 5,415 outstanding which is a reduction of 1,089
- 4.29. ██████████ S38, ██████████ S38 and SW regions remain challenging and although IAS have offered incentives for HPs to travel outside their regions there has been limited take up.
- 4.30. ██████████ S40(2) stated that DWP have received some stakeholder concerns in the SW. ██████████ S40(2) confirmed that IAS have HPs due to start in March/April in the region.
- 4.31. ██████████ S40(2) asked what is the level of confidence with regard to recruitment going forward. ██████████ S40(2) stated that current expectations, although ambitious are achievable. Numbers are expected to be 790+ at the end of March.
- 4.32. IAS actively encourage overtime within the business, a campaign was launched in early February.

5. CHES Performance Review – February 2019 Performance

- The Service Delivery Report, SLA Mitigation and Service Credit position was discussed and the figures for Lot 1 were signed off at the meeting. Lot 3 figures to be checked due to an ██████████ S43 discrepancy. (██████████ S38)

6. DWP Operations Update & OED Update

- 6.1. DWP Ops focus remains on ARs, with 2,397 checks completed and agreed in 84.3% of the cases the disallowance is appropriate. The purpose of this check is to safeguard vulnerable claimants. If PIP is completely removed at the Award Review stage such cases will have an additional step in the process to ensure that the correct decision is reached. This check is ongoing.
- 6.2. DWP are moving towards the planning stage of the UT judgement LB and Diet as Therapy into BAU.
- 6.3. OED are working through the detail of the Ministerial statement with Policy colleagues regarding claimants over State Pension age not being reviewed.

7. AOB

- 7.1. ██████████ S40(2) asked if RARs are continuing to increase within the DWP space. ██████████ S40(2) will share current intake with IAS. (██████████ S38)
- 7.2. ██████████ S40(2) asked if was possible to look again at the process when claimants make themselves unavailable for an assessment over a long period of time. ██████████ S40(2) said that DWP will take a fresh look at the claimant unavailability process and report back at a future LPG. (██████████ S38)
- 7.3. ██████████ S40(2) informed the meeting that IAS are expecting the number of claimants sent home unseen during March to increase due to a spike in short term absence of HPs and their inability to contact claimants to let them know that their assessment cannot take place.

Next Meeting:

S38