

Our foundations

Building a stronger future together



IAS Stakeholder Engagement

Chris McMahon

Independent
Assessment
Services

Delivered by Atos



Agenda

Our Foundations
Building a stronger future together



- Introduction.
- Chris McMahon, Stakeholder Engagement Lead.
- Initial Review Process HP

- Activity pre and post consultation

- Current processing times

- Functional Assessment Services (FAS)

- Questions

When IAS receive a claim from DWP...



- We conduct the Initial Review
 - The application form (PIP2), and all scanned evidence is considered.
- The outcome of the initial review decides if a person can be assessed by a paper based review (PBR), or if a Telephone Consultation is required. The supporting evidence sent with the claim is very important and can potentially avoid the need for a Telephone Consultation.
- We will contact named Health Professionals whose details are given by the claimant, if it will help us to complete the picture of that person.
 - Response rates are often quite poor.
 - Named Health Professionals are often unaware their contact details have been given out.
 - GDPR, perceived security issues and organisational policies often mean we are unable to gain additional evidence in this way.
 - If we had better success with these approaches, we would be able to do more PBRs

Clearance times

- Clearance times for normal rules new claims:
- are currently (October 2022) 16 weeks “end to end” (from registration to a decision being made) and 11 weeks from the AP referral to the decision
- are shorter than the same period a year ago (24 weeks and 16 weeks respectively in October 2021)
- peaked in August 2021 at 26 weeks “end to end” (from registration to a decision being made) and 21 weeks from the AP referral to the decision, partly because claims that had been allowed a longer deadline for return of PIP 2 form during the period late February and late May 2021 were reaching clearance, and partly because priority in some areas was given to claims that had been waiting longer for processing due to COVID-19 disruption

Useful evidence

Letters of
Diagnosis

Carers
Diaries

Diagnostic
Tools e.g.
Autism

EHCP
reports

Current
OT
Reports

Letters
summarising
conditions

GP
Patient
Records/
EMIS
Reports

Support
letters.
Macmillan
etc.

Prescriptions

Current Carers
Assessments

Current
care plans

Current
Psychiatrist
reports

Evidence
from
support
workers

Having someone with you

A companion

It can be easier to talk openly about your health condition or disability if you have some support, so we encourage you to have a companion with you. This could be a friend, family member, carer or support worker. We need to hear exactly how your condition affects your daily life, so your companion can help you explain the difficulties you face more clearly, or help you answer any questions that you're asked.

An appointee

A DWP approved appointee is usually a friend or relative. Corporate approved DWP appointees acting on your behalf could include a solicitor or a local Council representative. It is important your appointee attends the appointment.

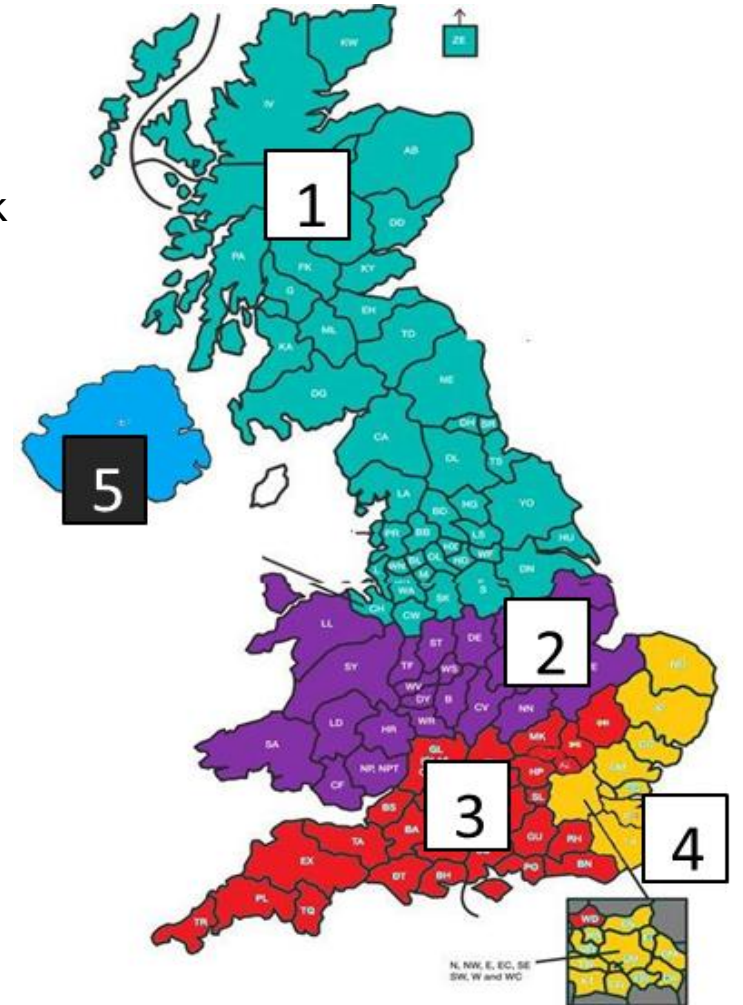
If your appointee can't make the appointment, then they have an opportunity to rearrange it. Alternatively, they can nominate someone else for us to call instead. They must do so in advance of the appointment.

Where it is not possible to have an appointee or a companion with you in person, arrangements can be made to add them to the call.



Functional Assessment Services (FAS)

- The Department for Work and Pensions (DWP) is going to create a new service for the delivery of benefit assessments, called the Functional Assessment Service (FAS).
- The successful FAS bidders will provide PIP assessments. They will also provide Work Capability Assessments (WCA) and assessments for other smaller benefits.
- FAS is split into regional Lots, like the current PIP service, so there is no longer a Great Britain-wide provider (CHDA).
- To make the regional Lots a similar size, our current Lot 3 is split in two.
- In Lot 1, only WCAs will be provided in Scotland, with PIP and WCAs delivered in North East and North West England.
- The FAS contract will be live from 1 March 2024.



Questions?



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Thank you.