	[redacted]	
53	Personal Independence Payment to assure IPRG that they will communicate the Mandatory Reconsideration Outbound Reconsideration Call operational instructions and this action is embedded in the quality assurance framework to improve compliance.	
54	Personal Independence Payment contracted health to assure IPRG that the assessment provider's assessments are robust and will obtain further evidence from third parties where they are listed on the PIP2.	
55	Personal Independence Payment to assure IPRG that they will consider the wording of the PIP2 form to ensure that it clearly details the information required. The form should be more explicit, particularly in reassessment cases, as to the nature of evidence that is required.	
56	Personal Independence Payment to assure IPRG that they will communicate the Additional Support marker operational instructions and this action is embedded in the quality assurance framework to improve compliance.	
57	Employment and Support Allowance to assure IPRG that they will explore the potential for additional support measures, such as a telephone call, for customers with complex needs where entitlement to the Severe Disability Premium ends.	
58	Employment and Support Allowance to assure IPRG that they will explore how colleagues can be better alerted to customers with complex needs, such as the use of a support marker on the Employment and Support Allowance system.	

59	New Style Employment and Support Allowance and Universal Credit to assure IPRG that where work capability assessment dual claim decisions are required, they are applied to each claim in tandem to minimise the impact on the customer.	
60	Employment and Support Allowance Contracted Health to assure IPRG they will explore potential improvements to the existing ESA113 timescales. These documents contribute to decision making and are of significant importance.	
61	Employment and Support Allowance and Personal Independence Payment to assure IPRG they will share information relating to health conditions to improve the customer journeys.	
62	Personal Independence Payment to assure IPRG that Outbound Reconsideration Calls are conducted in line with operational guidance to gather further evidence from the customer where there is a mandatory reconsideration.	
63	Personal Independence Payment to assure IPRG that telephony agents are aware that when a customer notifies of a change in their health condition they are advised to make a new claim.	
64	Personal Independence Payment to assure IPRG that operational instructions for Her Majesty's Courts and Tribunals Service appeal notifications are communicated to telephony colleagues, to support correct signposting for customers.	
65	Personal Independence Payment to assure IPRG that they will explore opportunities to implement appeal decisions timeously and reduce manual processing errors.	
66	Contract Management and Partner Delivery to assure IPRG that all DWP's contracted partners' customer support action plans are aligned with the Department's and that 6 Point Plans are shared with DWP	

67	Personal Independence Payment to assure IPRG that, where priority tasks are reviewed, appropriate consideration is given to the the impact on vulnerable customers.	
68	Universal Credit to assure IPRG that when customers' supporting case files are returned on the Medical Services Referral System, Case Managers clear the outstanding action and raise a to-do on the Universal Credit System	
69	Universal Credit to assure IPRG they will communicate operational instructions relating to to-do actions, that these are embedded in the operational framework to improve compliance.	
70	Personal Independence Payment to assure IPRG that when planning staff training, consideration is given to the negative impact on task clearance timescales.	
71	Personal Independence Payment to assure IPRG that following a customer's death, correct procedures are followed to ensure any arrears owed to an estate are paid to the next of kin, not the deceased customer.	
72	Employment and Support Allowance to assure IPRG that sufficient measures are in place to reduce work capability assessments referral rejection rates caused by administrative errors.	
73	Employment and Support Allowance to assure IPRG that Work Available Reports are promptly actioned, particularly where there may be an entitlement to the Severe Disability Premium.	
74	Personal Independence Payment Contracted Health to assure IPRG that quality assurance checks for assessment reports are sufficiently robust to meet the needs of Personal Independence Payment decision makers.	

75	Personal Independence Payment and Working Age to assure IPRG that Work Available Reports are generated after a change in circumstances following a customer's death.	
76	IPRG to be assured that Personal Independence Payment call handlers sufficiently explore the reasons for a customer call in order to identify whether the call is a request for a mandatory reconsideration or a change of circumstances.	
77	To support an accurate and holistic decision, Personal Independence Payment to assure IPRG that where a significant period has passed since an assessment consultation, Personal Independence Payment Decision Makers review the customer's current circumstances, using all means available.	
78	Employment and Support Allowance to assure IPRG that notifications of potential Severe Disability Premium entitlement are actioned timeously.	
79	IPRG to be assured by Personal Independence Payment Contracted Health that Assessment Provider reports are robust and meet the agreed standards	
80	Employment and Support Allowance to assure IPRG that claims are processed timeously and where appropriate, the Employment and Support Allowance assessment rate payment actioned, to reduce delays in payment.	
81	IPRG to be assured by Employment and Support Allowance that the mental health indicator on MSRS is used when making referrals for customers with mental health conditions.	
82	The wording on the AR1 *'Award Review – How your disability affects you'* form is not explicit when asking for details of health conditions. Personal Independence Payment to consider changes to the wording of the AR1 form to ensure that it clearly details the information required.	

83	Universal Credit to assure IPRG that the correct Decision-Making process is followed when the Assessment Provider's medical report is received, following a Work Capability Assessment.	
84	Universal Credit to assure IPRG that Work Coaches undertake a holistic Work Search Review when a customer notifies them of mental health conditions and this is recorded on the Universal Credit account.	
85	Universal Credit to assure the IPRG that the guidance and training available to staff around supporting customers with mental health conditions is extended from the current Six Point Plan to include, not only threats of suicide or self-harm, but steps that should be considered where a customer is in significant distress.	
86	Universal Credit to assure IPRG that the Six Point Plan takes into account threats made by means other than face-to-face or over the phone.	
87	Personal Independence Payment to assure IPRG that Decision Makers are process compliant by considering all available medical evidence to support accurate awards of benefit.	
88	Policy and Service Planning and Design to assure Internal Process Review Group that consideration will be given to review operational instructions in relation to making payments where there is an underlying entitlement to Pension Credit but a National Insurance Number has yet to be allocated.	
89	Counter Fraud, Compliance and Debt to assure IPRG they will work with Customer Communications to consider the impact of language used in Debt Management letters and the potential interpretation made by customers.	What's the update? Links to HVP but is specific to the CFCD - cause and effect - if CFCD revise the letters (cause) the impact to wider customers (effect) will be negated.

90	Employment and Support Allowance to assure IPRG that they will explore if there is a recurrent problem with revised overpayment information not being passed to debt management when revisions have been made and identify if upskilling is required.	
91	Carers Allowance Unit to assure IPRG correct actions are undertaken to verify full- time education courses end dates before determining a new claim.	
92	Work and Health Decision Making to assure IPRG they will explore if refresher training for Habitual Residency Test Decision Makers is appropriate	
93	Personal Independence Payment, Employment and Support Allowance and Universal Credit to assure IPRG that existing case prioritisation and escalation routes for customers with complex needs are considered and are fit for purpose	AP- Theme session on operating model at next IPRG. Suggest [redacted] gives overview of legacy improvements at Dec IPRG?
94	Personal Independence Payment to assure IPRG they will consider establishing timescales for decision making within operational instructions	
95	Universal Credit to assure IPRG they will review work with trusted partners to support early identification of potential ID hijacked claims.	11/11/2020 update from [redacted] currently leading a task and finish group to examine cross-departmental processes managing Hi Jacked identities. How DWP work with trusted partners is in scope for the group for the following quarter - further update expected from [redacted] mid-December
96	National Employer and Partnership Team to assure IPRG a review of the District Provision Tool will be made to ensure it is sufficient to support all customers	11/11/2020 update from [redacted], this is not currently in place and does not sit with [redacted] area a further practitioner owner to be sought

97	Employment and Support Allowance to assure IPRG that telephony agents are sufficiently trained and have the necessary tools to allow them to identify and support customer needs.	24/09/2020 work currently underway as part of the work and health transformation programme
98	Employment and Support Allowance to assure IPRG that policies and procedures to support customers with complex needs, are adequately implemented and complied with across the product line.	
99	Employment and Support Allowance to assure IPRG that there is an understanding and awareness of holistic decision making across the product line	
100	Personal Independence Payment to assure IPRG that Decision Makers will use and record all available sources of evidence during the decision making process.	
101	Universal Credit to assure IPRG they will consider amending training and communication methods to address student finance actions. As they are a seasonal/cyclical transaction, this could lead to a skills decay risk.	
102	Universal Credit to assure IPRG consideration to changing the Overpayment Notification Letters is given to allow an edit function for Case Managers/Decision Makers to provide clear facts and explanations.	
103	Universal Credit to assure IPRG where Universal Credit overpayments occur, as a result of an official error, consideration is given to the customer's circumstances and the method of notification.	

104	IPRG to be assured by Retirement Services they will consider introducing quality checks on high value overpayments before notification is issued to the customer.	01/11/2020 [redacted] states that this was discussed at the panel, and agreed that this should be explored, I'd also like to see that the check not only includes consideration of the overpayment's technical correctness, but also the consideration of the circumstances of the citizen (which could actually be a parallel consideration by a safeguarding leader for example). AP- pick up a the [redacted] meeting
105	PIP to explore activities to improve the accuracy and quality of system notes made by agents, following telephone calls with customers and their representatives.	
106	IPRG to be assured by Personal Independence Payment that Holistic and Empowered decision making is fully embedded within the decision making culture and that Decision Makers are utilising all of the evidence available to them	
107	IPRG to explore whether sufficient signposting to working age benefits is in place for legacy benefit customers at the end of their claim	
108	Universal Credit to assure IPRG that Work Coaches refer customers for personal budgeting support appropriately when financial difficulties are identified.	
109	IPRG to be assured that Personal Independence Payment telephony agents fully understand signposting protocols for complaints, in order that complaints are resolved by Personal Independence Payment or the Assessment Provider as appropriate.	
110	Employment and Support Allowance to assure IPRG that learning will be shared when customers transition between product lines	

111	Retirement Services to assure IPRG that all existing checks tasked to team leaders are undertaken timeously and this action is embedded in the quality assurance framework to improve compliance.	13/08/2020 [redacted] we are looking at a renewed TL capability build – I am really keen that we all get to see the approach that [redacted] has taken to her campaign – as I suspect that is quite a re-usable product that we would all benefit from. - AP- can [redacted] can present her work to IPRG to help progress this?
112	Employment and Support Allowance to assure IPRG they will communicate operational instructions regarding the use of Reg.34 of the Claims and Payments Regulations (Split Payments) and this action is embedded in the quality assurance framework to improve compliance	AP- talk to [redacted] about the work underway as part of the SCP work…….email received from [redacted] 06/01/21… 'Following the Serious Case panel review in March 2020 there have been two primary pieces of work, Stopping Payments and Large Payments (Paying Safely). I've been looking to introduce paying safely across service lines. We've received challenge from when looking to define a monetary level to help with the policy.' ....case studies shared to support with improvement work
113	Retirement Services to assure IPRG that Visiting Officers carry clerical forms on all visits to mitigate the risk of system unavailability.	Paused pending Covid-19 response. No visits happening and the model may be changed when visits restart.
114	Employment and Support Allowance and Personal Independence Payment to assure IPRG that they will communicate Core Visit operational instructions, that this action is embedded in the quality assurance framework to improve compliance.	
115	Work and Health Decision Making to assure IPRG that customer call-backs are made in line with service level agreements.	
116	Universal Credit to assure IPRG where there are manual changes to Universal Credit customer correspondence, they adhere to Departmental communications standards.	
117	IPRG to be assured by Retirement Services they will communicate operational instructions for the referral of high value overpayment notifications to DWP Visiting and these actions are embedded in the quality assurance framework to improve compliance.	

118	IPRG to be assured by the DWP Complaints Team that quality assurance processes have sufficient rigour to ensure that factual inaccuracies are identified before responses are issued.	
119	Employment and Support Allowance to assure IPRG that they will communicate living together operational instructions to telephony agents and maintenance teams, that this is embedded in the quality assurance framework to improve compliance.	
120	DWP Complaints team to assure IPRG that the new quality assurance processes have sufficient rigour to ensure that responses are comprehensive and factually accurate	
121	Employment and Support Allowance to assure IPRG that they will communicate operational instructions regarding referrals for home visits and this action is embedded in the quality assurance framework to improve compliance	
122	Personal Independence Payment to assure IPRG that they will communicate complaints operational instructions, that this is embedded in the operational framework to improve compliance.	
123	Employment and Support Allowance to assure IPRG that closed claims are withdrawn timeously.	
124	Universal Credit to assure IPRG that operational instructions includes information to notify the Customer Information Service when a customer has passed away with an unverified date of death.	
125	Universal Credit to assure IPRG that operational instructions are updated to confirm a Universal Credit claim should be closed one month after notification of an unverified date of death.	

126	Service Planning and Design, with DWP Visits and Retirement Services to assure Internal Process Review Group that there is a mechanism in place for identifying when documents have not been received at the Mail Opening Unit following a Visit.	
127	Retirement Services to assure Internal Process Review Group that difficulty contacting Big Word translation service is not a broader issue.	
128	Internal Process Review Group to be assured that Retirement Service act promptly when lost documentation is identified by customer calls.	
129	Retirement Services to assure Internal Process Review Group that staff are aware that if a claimant dies abroad without a UK National Insurance Number, evidence verification of the death is required.	