



# Summary Minutes

<b>Title of meeting:</b>	Practitioner Operations Group (POG)
<b>Date:</b>	30 April 2014
<b>Location:</b>	Caxton House Room 6.03
<b>Attendees:</b>	<p><b>DWP:</b> Geoff Scammell (Chair), Mont Goldman (Secretariat), Barry Dennett</p> <p>Dial in: Janet Wilkinson, Martin Little, Caroline Anderson, Ian Swales, Graham Cassidy, Wayne Norfolk</p> <p><b>LAAs:</b> Paul Ellery, Mark Gilmore, Gwyn Thomas, Pamela Richardson, Frankie Cartwright, Julian Stanbury</p> <p>Dial-in: June Deans, Matthew Evans, Martin O'Neill</p>
<b>Apologies:</b>	Jane McManus, Alan Sinclair, Mark Underwood, Colin Wallbank, Alison McGrory, Karl Thomas,
<b>1. Welcome and Introductions:</b>	<p>DWP opened the meeting and introductions were made round the table and for those dialing in.</p>
<b>2. Matters Arising</b>	<p>Minutes</p> <p>The minutes of the previous meeting were agreed. It was agreed that action point Jan 01 2014 should be carried forward and placed on the action point log.</p> <p>Action Points</p> <p>DWP Updated action points March 01 and 02.</p>
<b>3. Real Time Information (RTI) Update</b>	<ul style="list-style-type: none"><li>DWP updated the meeting on developments for the RTI Bulk Data Matching Exercise. DWP emphasized the complex nature of the ongoing work with datamatching colleagues to ensure the quality of the referrals to be sent to LAs.</li><li>LA IT software suppliers have been engaged, and a recent meeting took place, with timetables for releases included in the items discussed.</li></ul>

- Baselined requirements have been issued for the suppliers to respond with cost estimates and timescales for delivery.
- The remit for the software suppliers is to enable the data to be uploaded into LA systems to avoid re-keying, but not to amend the processes for calculating the change.

POG asked for some detail concerning what data LAs will receive.

POG discussed automation and how this could save time with the complexities involved. DWP agreed that the intention is to make the whole process as simple as possible for LAs.

DWP went on to talk about the timescales for moving from straightforward to more complex referrals, how the tranches will be implemented, and the dependency on the analysts to inform the project of the work that needs to be done.

POG asked whether any examples could be shared. DWP responded explaining that through the implementation group which included representation from POG, work could be done on what the data might look like. DWP added that a process for feedback from LAs was needed.

DWP acknowledged the tight timetable for this exercise.

DWP stressed the importance of the implementation group and its input from POG members.

POG asked about potential impacts on subsidy, and about the calculation of the Effective Date

An action point was taken for DWP to refer to the HB regulations to clarify how the Effective Date can be calculated in light of this exercise.

POG also discussed how SHBE will be used as a feedback mechanism for Management Information.

#### **4. Underlying Entitlement**

DWP explained how this topic had been raised with regard to guidance on Underlying Entitlement in respect of HMRC Working Tax Credits.

DWP explained the principles around Underlying Entitlement.

An action point was taken for DWP to see whether any specific guidance can be issued, and also to refer to colleagues to shed any more light on the reason for raising this and referring it to POG..

#### **5. ATLAS**

DWP set out the background and the current position in respect of ATLAS savings.

DWP explained that a review will be undertaken and that it was seeking POG's agreement to work together in arranging visits to LA sites along with questionnaires to inform an understanding of processes and good practice.

POG pointed out that the LAs selected should:

- Cover all of the software providers.
- Include those from the Devolved Administrations.
- Cover the different types of LA e.g. Metropolitan.

POG suggested that the questionnaires should include the levels and definition of automation.

DWP suggested that for the longer term the Insight Survey would be a useful tool.

POG were content with this approach and agreed to assist where appropriate.

## **6. AOB**

- 1) POG asked for a summary note of the Single Fraud Investigations Service/POG meeting on new burdens.
- 2) POG asked for a note setting out the current percentage of LAs compliant with Public Services Network.

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### **Date of Next Meeting**

The next POG will take place on 28 May Caxton House Room 6.03.  
10.30 – 12.30