



Department  
for Work &  
Pensions

# Minutes

<b>Title:</b>	PIP (Capita) Lot Performance Group meeting (Lot 2)	
<b>Date:S38</b>	[REDACTED]	
<b>Location:S38</b>	[REDACTED]	
<b>Chair:S40(2)</b>	[REDACTED]	[REDACTED]
<b>Attendees:S40(2)</b>	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]  [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]  [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
<b>Notes:S40(2)</b>	[REDACTED]	[REDACTED]
<b>1. Welcome and Introductions</b> 1.1. [REDACTED] <b>S40(2)</b> opened the meeting and the minutes from the previous meeting had been circulated, both Capita & DWP recommended minor changes which were agreed.		
<b>2. Action Points</b> 2.1. [REDACTED] <b>S40(2)</b> took attendees through the action points – please see action log for existing action points and updates. 2.2. CRM rollout update was discussed, SRTI LOT4 go-live 25/09/18 no issues materialised, and LOT2 will go-live 01/10/18, phased rollout planned throughout October & November. [REDACTED] <b>S40(2)</b> to share progress of CRM upgrade and inform at next LPG. [REDACTED] <b>S38</b> 2.3. [REDACTED] <b>S38</b> has been moved to closed as this information is not available, this action was linked to Capita's request for sight of Timeline for DWP Change Initiatives to better resource teams. Capita may on occasion have to push back at times depending on other priorities. [REDACTED] <b>S40(2)</b> referenced the APIT resource commitment is extensive. 2.4. [REDACTED] <b>S38</b> SLA7 MI reported in excess of 100% for two months, PAT team identified information presented by Capita is post mitigation – meaning the cases have already been removed. DWP to understand the make-up in the final version of the spreadsheet. DWP to share findings with Capita.		
<b>1. CHES Performance Review</b>		

1.1. [REDACTED] **S40(2)** took LPG attendees through latest month's performance:

**Lot 2 Performance for August 2018 Performance:**

- **Referrals** – Referrals were 93% of the working forecast & 115% of DWP forecasts. Capita asked if the 5K AR had been shared. AR HOW in Ops was inflated, the plan to share further AR was abandoned in July..
- **SLA11** – Small increase in HC linked to the focus on aged cases, given improving situation more cases will be moving to AC
- **SLA4a** – 55.7%. It is not possible for Capita to provide a projection due to the fluctuation of work. In month tracking around 70%. This is expected to continue for the next few months. Capita are aiming for over 98%.
- **Aged cases** – A drop of 45.5% to 3475 in month, these are tracking against the profile as expected. Majority have appointments booked. Contractor resource will continue to use utilised to clear this workload alongside DAs from other areas.
- **SLA5b** – TI Clearances 99.9%, target 100%. Highly unusual this metric has been missed, Capita to investigate and provide feedback [REDACTED] **S38**
- **SLA1** – Mitigated performance in month is 1% against a target of 3%, this target has been met for 2 consecutive months. Rolling 3 month performance 2.6%, target met. Exceptional performance.

**Total pre-mitigation service credits were [REDACTED] S43 service credit mitigation to be applied was [REDACTED] S43 and the No-Pay Amount for SLA1 amounting to [REDACTED] S43 Total SLA1 No Pay plus Service Credits = [REDACTED] S43**

Pending SLA5b outcome, Capita signed off these totals as correct.

**2. Capita Performance Update – Complaints, Claimant satisfaction & CI**

- 2.1. Overall there has been a decrease in the volumes of complaints from July to August. AHT is currently 15 days.
- 2.2. The Team have introduced a new role, [REDACTED] **S40(2)** this person will be responsible for all MP & Stakeholder interactions.
- [REDACTED] UCB markers were discussed, the process for Capita to follow when a UCB marker is identified is unchanged. A UCB Meeting, chaired by [REDACTED] **S40(2)** is due to take place on Friday 28<sup>th</sup> October. Capita flagged an issue that they are not sighted on background data linked to UCB and only see high level detail, Capita do not have access to MAPPA information meaning a risk assessment is carried out with the limited information made available. Capita would prefer to make a more risk based decision using information available to DWP but currently not available to Capita. Capita explained following GDPR DWP are removing some UCB markers, which can increase a risk for Capita. DWP do follow a robust policy before a UCB marker is removed. Feedback will be shared at the next LPG. [REDACTED] **S38**
- 2.4. Unacceptable behaviour, Capita recognise a daily increase in UCB incidents reported (DA & ECA threats by claimants /advocates), [REDACTED] **S40(2)** to speak to IAS & CHDA to understand if they are experiencing similar trends, to provide feedback at next meeting [REDACTED] **S38**
- 2.5. Revised letters and travel directions are a number of the CI initiatives that will be rolled out with the CRM upgrade once signed off by DWP. Also ECA training to enhance lines to take are being refined to ensure claimant have the best experience when contacting Capita.
- 2.6. A trial is planned to deploy sign-live, this initiative would be used as an alternative method for claimants to contact Capita's Enquiry Centre. A pilot linked to sign language training may be

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trialled with some reception teams, the purpose of this training is to equip reception staff with the skills to hold a basic sign language conversation.

### 3. Overbooking Policy

The overbooking trial in the three largest clinics [REDACTED] S43 has been paused as the trial identified more claimants were turned away than expected (more than 10%). This policy will be reviewed again in the future at these locations.

### 4. DWP Operations Update

4.1. LEAP MH/RJ, there are 272 CMs trained and a further 195 to be recruited, with an expansion of another LEAP location in Bootle. Capita received 96 calls between 30/08 – 12/09.

4.2. The overview & rollout schedule of subsequent UTs OM, LB & [REDACTED] S40(2) which [REDACTED] S40(2) discussed will be shared. [REDACTED] S38

4.3. The SRTI Test & Learn is now with the HTB to take forwards.

4.4. The evaluation for the Intelligent Data Gather has confirmed that there were no improvements seen to better quality evidence being received, this initiative will not progress.

4.5. [REDACTED] S30 [REDACTED] S40(2) [REDACTED] S30 [REDACTED] S40(2) [REDACTED] S30

### 5. Estates

5.1. Retrospective approval for non-ground floor in [REDACTED] S43 is approved until July 2019. DWP Commercials have shared the outcome letter.

5.2. The Future requirements for non-ground floor was raised, all decisions to approve future locations will be made by the CHES Board and must be supported by robust business case and treated as an exception.

5.3. Non-Ground floor is not ideal, Capita have experienced landlord difficulties and planning difficulties which have contributed to sourcing ideal locations which meet the service specification. Capita have no immediate future plans to approach DWP in connection to further non-ground floor locations. Capita do not anticipate vast changes to Estates over the next two years.

5.4. During IR, Capita to continue to screen claimants for suitability in accessing a non-ground floor location.

5.5. [REDACTED] S43 is approved until July 2019, DWP Commercials have share the outcome letter. This location opens 1<sup>st</sup> October 2018.

5.6. A more rigorous structure has been implemented within [REDACTED] S40(2) team which will ensure Estates and communications around Estates are closely managed.

5.7. All new Estates opening which meets the criteria as set out in the service specification should be shared with DWP via the proforma attached (instead of waiting to notify via the annual estates return).

**Embedded supporting document removed – 45 lines on spreadsheet.**

5.8. Capita confirmed the new site assurance process is well underway, Capita are collating the information and will share within timeframes previously agreed.

5.9. DWP will provide feedback to Capita following internal meeting planned 02-10-18 where the proposed location in Birmingham will be discussed. Rooms will be built to specification, room size does not raise any complaints for Capita.

**6. FE Requests & Patterns**

- 6.1. [REDACTED] **S40(2)** circulated the data linked to HC/AC split which demonstrates 25% locked to home, this is now 19% - showing an increase in clinic.
- 6.2. [REDACTED] **S40(2)** was tasked to look at the IR and PBR process to identify areas which could be more effective whilst having a positive impact on quality.
- 6.3. Top five outcomes of IR process were discussed along with the IR Decision Making linked to Contraindications to F2F which [REDACTED] **S40(2)** supported design. The IR to PBR process was discussed and [REDACTED] **S40(2)** explained the three appropriate status which demonstrates the lengths Capita have made to source FE. The investment made to gather FE has improved the quality of reports and has reduced the volume of aged cases. DAs are following a process when making telephone calls to request FE which is having a positive impact of FE returned; at day 15 the FE return is 30%, this increases to 50% at 30 days.
- 6.4. Capita had a significant backlog of PBR cases which required FE, it is recognised improvements made at the IR stage has improved this area. Collating FE remains a challenge, Consultants in the Mental Health area are the hardest to reach.
- 6.5. [REDACTED] **S40(2)** agreed to provide a detailed narrative to explain FE trends from 2016 to date.  
[REDACTED] **S38**

**7. AOB**

- 7.1. [REDACTED] **S40(2)** confirmed the case recently discussed with [REDACTED] **S40(2)** cannot be PBR, Capita to update decision assist notes to reflect this. The case will be moved to a best endeavour decision.

**Next Meeting:**

[REDACTED] **S38**

**Contact:**

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