



Department  
for Work &  
Pensions

# Minutes

<b>Title:</b>	PIP (Capita) Lot Performance Group meeting (Lot 2)	
<b>Date: S38</b>	[REDACTED]	
<b>Location: S40(2)</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] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
<b>Notes:</b>	[REDACTED]	[REDACTED]
<b>1. Welcome and Introductions</b> 1.1. [REDACTED] S40(2) opened the meeting and the minutes from the previous meeting had been circulated, Capita recommended minor changes which were agreed.		
<b>2. Action Points</b> 2.1. [REDACTED] S40(2) took attendees through the action points. 2.2. A discussion took place around [REDACTED] S38, Capita asked DWP to consider different ways of presenting this information. DWP are content to review changes and welcome a transparent proposal from Capita which will be discussed internally in advance of any changes being agreed. Furthermore, Capita to confirm when the backtracking exercise will be completed. Action point updated to reflect this. 2.3. Linked to [REDACTED] S38, GPFR's that Capita do not receive a task for (currently around 50%) can result in reputational damage as invoices remain unpaid and GPs can be unwilling to complete the necessary forms. Capita invited [REDACTED] S40(2)/DWP CHES/APIT to spend more time with the Finance Team and gather the information to feedback to [REDACTED] S40(2).		

2.4. Capita confirmed their Finance Team have issued the Service Credit Notes for the period July to December 2018 on 27/02/19.

### **3. Performance Measurement Awareness Presentation**

- 3.1. [REDACTED] **S40(2)**, Performance Measurement Change & Transformation manager with responsibility for a range of benefits including UC & PIP accuracy levels introduced this session.
- 3.2. The Performance Measurement Team are an independent team within DWP, the National Audit Office check the work this team undertakes. The team publish statistics twice a year.
- 3.3. [REDACTED] **S40(2)** shared what these statistics look like for PIP and to also thanks Capita for their involvement in the process.
- 3.4. [REDACTED] **S40(2)** agreed her presentation can be shared with Capita which provided the overview of the team and its purpose, the nature of the claimant journey for those random cases selected for audit, the overall findings. [REDACTED] **S40(2)** has shared the presentation.

### **4. CHES Performance Review**

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

#### **Lot 2 Performance for January 2019 Performance:**

- **Referrals** – Referral / Intake, 19,891.
- **SLA11** – Consultation Waiting Times, SLA achieved 99.1%. AC is 43.5% & HC 56.5%. AC v HC was discussed as Capita plan to increase AC utilisation, Capita to present plan to support this increase at next LPG. This proposed agenda item has been added to the forward look.
- **NR FTA** - 8.6%.
- **SLA4a** – 88.9%. The improvement plan set out 92-96% in January. Capita explained the CRM impacted January performance. This change will also impact February performance as issues prevented some appointment being booked. Capita were unable to confirm predicted SLA for the end of March. [REDACTED] **S38**.
- **NR Cases over 40 days** – 1,337. Capita are now reporting 1500/1600 and expect this to reduce. There may be an additional impact as a result of the letter issue and some claimants may not be rebooked within the prescribed timescales.
- **SLA4b** – 319. [REDACTED] **S40(2)** informed Capita the DWP PIP Performance Team will be looking at the process around aged cases, to look at examples for assurance. [REDACTED] **S40(2)** raised the issue around the imbalance between capacity & over referral, explaining aged cases will reduce significantly should HOW projections remain low.
- **NR PBR** – 4.4%.
- **HOW** – 29.067, Capita added [REDACTED] **S43**
- **SLA1** – Mitigated Performance reported in month is 3.1% against a target of 3%, Rolling 3 month mitigated performance 2.8%, target met. Capita used their in house quality tool and anticipated the in month figure. Capita confirmed this area remains their highest priority. [REDACTED] **S40(2)** asked about outstanding reports to be returned and when these would be returned – 6 in October, 7 in November, 15 in December & 57 in January (21 are PIPAT Mobile). [REDACTED] **S38**
- **SLA14b** – 5 cases over 25 days, [REDACTED] **S40(2)** to provide an update. [REDACTED] **S38**

**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.**

Capita confirmed sign off of January performance, continuing to recognise mitigated performance may change as a result of the backtracking exercise.

### **5. DWP Operations Update & OED Update**

- 5.1. DWP Ops have focussed on AR and quality of AR, a case had moved from enhanced enhanced to nil nil at AR stage. This has resulted in DWP Ops implementing additional checks where an AP report recommends a nil nil disallowance when there has been a previous enhanced/enhanced award or one component of enhanced. DWP Ops are also completing some additional checks on all ARs and some historic AR1 only decisions. The analysis to date indicates 83% have been correctly disallowed, this may mean more advice and rework is requested. Volumes checked to date are 895 since 04/02/19. [REDACTED] S40(2) asked about the new AR process as this has not been communicated with her team. [REDACTED] S38
- 5.2. [REDACTED] S40(2) discussed a Capita Normal Rules case, the assessment was abandoned as claimant stated TI during assessment – assessment ceased and a PA2 or PA4 not completed. It wasn't established if claimant would meet SRTI criteria. [REDACTED] S40(2) to share NINO with Capita. [REDACTED] S38
- 5.3. DWP Ops have received feedback that when it states on a PA4 that a claimant has attended an assessment alone, it actually means that they are in the assessment alone but they may have travelled to the assessment accompanied but their companion waits in the waiting room. If this is not made clear CMs will use this statement to support their justification. Decision to be made about how this information is documented. [REDACTED] S40(2) suggested an additional tick box on the PA4 to inform accompanied or unaccompanied. [REDACTED] S40(2) to consider proposal. [REDACTED] S38
- 5.4. DWP Ops require the volumes of rework which do not require an assessment, this information can be sourced from the SDR.
- 5.5. AP report not received tasks were discussed, this is a pan provider issue and Capita cannot connect this to CRM issues. Reprints have been arranged for NINOs shared. DWP Ops to investigate if this is a TNT/MOU issue.
- 5.6. Following UT, DWP Policy are in agreement points should be awarded for daily living for an individual's case. [REDACTED] S40(2) will track the case as this claimant does not wish to continue the appeal process and instead has made a new claim. Once PIP2 is available DWP require Capita to complete a PBR. [REDACTED] S40(2) raised why DWP have not asked for a lay decision, [REDACTED] S40(2) informed a PBR is the request. [REDACTED] S40(2) to check this decision with Policy if the decision can be made in-house. Contact name in the Capita space to monitor this case if required is [REDACTED] S40(2) . [REDACTED] S38
- 5.7. OED informed both test and learns linked to claimant unable to attend has been paused, further information will follow next month.
- 6. Capita Performance Update - CRM**
- 6.1. [REDACTED] S40(2) provided an update and explained the data migration had gone well. Reporting has been a challenge as teams have been required to look at several systems. From a claimant perspective, with the exception of the letters, the change has been seamless.
- 6.2. All assessments were scheduled in new CRM, at 11<sup>th</sup> February if a claimant contacted Capita to reschedule there was a period of a week when claimants were unable to reschedule.
- 6.3. As soon as Capita were made aware of the printing issues DWP were informed, 4596 assessment reports/letters had not been printed. There is therefore potential for claimants to FTA and the case returned to DWP due to letter failure, Capita are confident no cases were returned to DWP as a result of this issue.
- 6.4. SLA4 and aged cases will impact. There will be a surge in telephone enquiries and this impact will be felt next month.
- 6.5. No further issues have materialised, Capita continue daily control meeting and will inform DWP should the need arise.

**7. AOB**

- 7.1. [REDACTED] **S40(2)** raised an incident linked to DA registration revoked on 13/02/19. This was linked to a change in the member of staff bank account and the annual subscription direct debit was rejected taken from the closed account. Capita undertake a mid-monthly and monthly check – the later check in month revealed the issue and member of staff was immediately removed from work. 13 cases were cleared outside of registration, 5 have been audited which are all grade AA or better, 5 cases have moved to close, 3 remain in the Capita space. [REDACTED] **S40(2)** has been kept informed.
- 7.2. [REDACTED] **S40(2)** spoke about the new and old forecast and FPR, specifically 40k referrals. [REDACTED] **S40(2)** confirmed no cases are being withheld and forecasts are adjusted monthly to meet Capita's clearance capacity.
- 7.3. [REDACTED] **S40(2)** asked what happened to FE provided at an assessment. [REDACTED] **S40(2)** confirmed DA will document but will not keep the information.
- 7.4. [REDACTED] **S40(2)** informed Capita will be using some admin staff to close cases, these staff are vetted.
- 7.5. Capita recognise an increase in cases where claimant is contacting the ECA informing DWP has suggested they should escalate report content complaints, via Capita. [REDACTED] **S40(2)** indicated this rise may be due to new staff and will share previously issued bulletin. Capita to share examples.  
[REDACTED] **S38**
- 7.6. [REDACTED] **S40(2)** thanked Capita for their efforts during the spike in RAR requests.

**Next Meeting:** [REDACTED] **S38**

**Contact:** [REDACTED] **S40(2)**

**Email:** [REDACTED] **S40(2)** @DWP.GSI.GOV.UK