



- 2.3 [REDACTED] **S40(2)** confirmed the data integrity and business resilience (people process) pieces of work are two different things. [REDACTED] **S40(2)** to share the business resilience piece of work with [REDACTED] **S40(2)**. ([REDACTED]) **S38**

### **3. CHES Performance Review**

- 3.1 Risk of the loss of fax machines was discussed during the performance update, this area is being followed up by [REDACTED] **S40(2)** Team. NHS fax service to cease from April 2020, this may create challenges for Capita to obtain FE as some surgeries do not verbally share information over the telephone. Capita asked about a digital solution such as email, [REDACTED] **S40(2)** to share this feedback with [REDACTED] **S40(2)**.

- 3.2 [REDACTED] **S40(2)** introduced the DWP Service Delivery Report (LPG Pack) and highlighted the following key performance:

#### **Lot 2 Performance for January 2020:**

- **SLA11 Consultation Waiting Times:** 99.3%. The proportion of HC in month was 63%. This is driven by Capita's continued efforts to clear aged work. Short notice cancellations in AC continue to be a concern. ECAs now gather data linked to the reason for cancellations, more generally this relates to travel. Capita have kept DWP well informed of estates (Birmingham) and as venues have not increased in size as expected this continues to impact on the overall AC assessments. Capita to review and share revised clinic utilisation plan ([REDACTED]) **S38**. Capita confirmed during IR those cases locked to 'any' are manually changed and locked to AC before the auto scheduler can select HC.
- **SLA 4a AACT** :34.8 days. SLA4a is not included in the recent mitigation request.
- **SLA4b NR Cases over 55 days:** 502 cases. Capita continue weekly calls to discuss this area of work, these discussions ensure resource is in the right place. Latest position is 631 Capita now expect downward trend.
- **NR PBR Rate:** 10.9%, slight increase though this depends on the types of cases and volumes of FE returned. The GP Ambassadors programme is being used to engage with GPs and to share more knowledge about PIP.
- **HOW:** 31,260. [REDACTED] **S43**
- **SLA1 U Grade Audit Reports:** 3.5% %. Rolling 3-month in month 3.7%. 17 U-Grades from 489 cases audited. During February Capita have seen an improvement in activity 12.
- **SLA6a Advice Clearances:** Target met 100%.
- **SLA6b:** 2 cases older than 2 days, Capita continue to hold onto these case whilst multiple calls as made the GPs. ([REDACTED]) **S38** [REDACTED] **S40(2)** to share the details of these 2 cases with [REDACTED] **S40(2)**.
- **SLA3 Rework Accuracy:** 0.2% moving to 0.1% mitigateds performance. DWP Ops explained messages around holistic decision making is being strengthened.

**Total pre-mitigation service credits were [REDACTED] S43; including a No-Pay Amount for SLA1 amounting to [REDACTED] S43. Post Mitigation service credit [REDACTED] S43**

### **4. DWP Service Design and Planning Update**

4.1 [REDACTED] S40(2) provided the Operation & Service Design and Planning Update:

- **Case Conference** – The first joint calibration meeting DWP, CHES, APs and Policy. This forum will look at individual cases which are randomly selected, it is hoped these case conferences will continue.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

S30. ([REDACTED] S38 – [REDACTED] S40(2) [REDACTED]  
[REDACTED] S30

- **Change of Circs (CoC) Test and Learn** – 2-week test and learn for in-house decisions in CoC cases. Evaluation to follow.
- **Enhanced to Nil Pre Decision Call test and learn** – Awaiting a formal evaluation, but early findings are that approx. 34% of the cases were changed following the call. However out of a sample of 398, 181 had requested and MR.
- **CHKN UT Judgement** – Serco script has been changed for PIPRA cases, and the customer will from the 9th March be asked if they wish for their DLA evidence to be used Y or N. A sampling exercise showed that circa 50% request the use of the DLA evidence. DLA evidence will be scanned to PIPCS and evidence will be retrieved from storage. Capita would require any DLA evidence at the time of referral.
- **Minimum Award Lengths** – proposal that minimum Award length is increasing from 9 months to 18 months – this work is in the early stages and is with Policy
- **FTA** – CR to look at cases which FTA that are returned to DWP are then pushed to the top of the queue when returned to AP. Capita to impact the CR once ready.
- [REDACTED] S38/S43– DWP addressing public liability questions raised. Meanwhile all other options are being explored via a CR.
- **UTA** – DWP will share CR once developed.

## 5. Claimant Experience and Safeguarding Team

- 5.1 The Claimant Experience and Safeguarding Team attended both LPGs to introduce themselves to APs and start building contacts/relationships. Capita asked about the types of referral they can expect. ([REDACTED] S38 – Capita to provide the name of a SPOC to support requests made, DWP to outline the types of referrals expected)
- 5.2 This team are responsible for overseeing high profile cases quickly and sensitively. Cases referred via SOS, MfDP, DWP SLT, Media, FOIs.
- 5.3 Capita can also contact the DWP Safeguarding team with high profile cases they recognise. ([REDACTED] S43), or share information via the CHES PIP Performance Team.
- 5.4 Capita would welcome a visit from the Safeguarding Team to demonstrate internal processes.

## 6. Capita Performance Update - Sickness, Attrition, Recruitment, Forward Look Performance & Estates

- 6.1 Capita are reliant on [REDACTED] S43 in the [REDACTED] S43 as this is an area where more staff are needed. Whilst recent cohorts have been filled in the [REDACTED] S43 more are still required. [REDACTED] S43 continue to focus of areas with high volume HOW areas.
- 6.2 From March 2020 the roaming DA Team (12 FTE) now have appointments scheduled, these DAs are focussed on lower volumes more difficult to reach regions

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such as Lincolnshire and parts of Wales. ( ) **S38** – to provide a breakdown of aged cases by postcode). West has the most demanding HOW though most aged cases in East & Wales

- 6.3 Negative press such as bad on-line reviews is a cause for new recruits rejecting a new vacancy with Capita. Concern for completion of the audit process and work life balance are reasons for leavers.
- 6.4 Career Pathways to provide opportunities have been launched, this is a skills framework with various levels with associated performance metrics and behaviours, ( ) **S43**.
- 6.5 Sickness is consistent with seasonable trends, East 8%, West 4.5% & Wales 10%. ( ) **S38** – Capita to confirm when sickness will again be available on the weekly dashboard)
- 6.6 Capita to open a new venue in Bangor called Storiell from 18/02/2020. Menai closed early 2020 and Welsh Government offered Capita an alternative venue Llys y Fedwyn, Capita to inform DWP why this venue was withdrawn. ( ) **S38**.
- 6.7 Temporary venue in Holyhead secured from 01/04/2020. Additional part time venues being looked at in Ffestiniog, Caernarvon, Dolgellau & Port Meirion.
- 6.8 Progress to move venues in Leicester & Walsall is slow, the latter due to the LA and delays in the D1 planning application, no timeline is available. An ideal venue in Cardiff was identified but Capita have now deemed this not suitable due to nearby building work. Capita are not progressing with the new venue in Nottingham Loxley House. Coventry lease expires soon and a suitable venue is yet to be found.
- 6.9 Capita continue to explore up to ( ) **S43** . Capita plan to move quickly on this due to the recent loss of the Hagley Rd venue. Gateway House lease break is August; Capita are exploring if this venue will be surplus to requirements.
- 6.10 As changes to Estate materialise Capita to update Annex F and share with DWP ( ) **S38**
- 6.11 ( ) **S40(2)** has approached NHS Wales regarding the bookable rooms options. Meanwhile Capita do have access to community & private practices where rooms can be booked.
- 6.12 To support Ministerial Meeting with North Wales MP's Capita to share update regarding Estates Strategy in this area, to include Holyhead, Bangor and any other venues. ( ) **S38**

## 7. AOB

- 7.1 There were no matters arising.

**Next Meeting:** ( ) **S38**

**Contact:** ( ) **S40(2)**

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