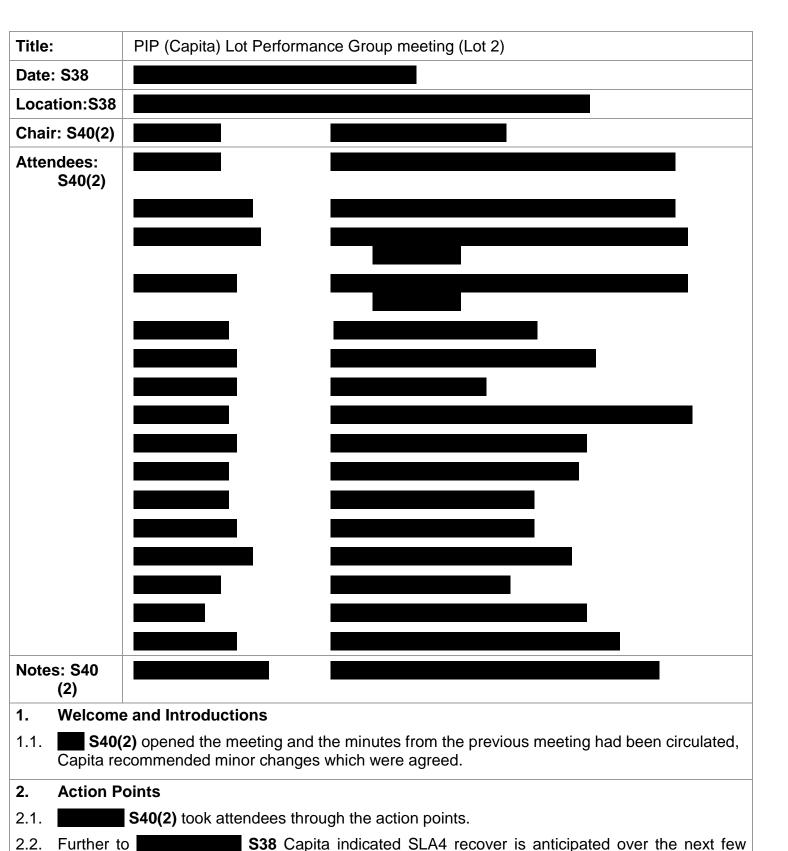


## **Minutes**



months as this metric continues an upward trend since CRM issues have largely been resolved.

## **OFFICIAL - SENSITIVE**

	Capita to share revised improvement plan which sets out trajectory of SLA4 through to July 2019.  ( S38	
2.3.	\$38 Cases from Oct to Dec: 13 Outstanding, 8 Closed, 1 Appointment Rebook, 1 IR, 1 escalated to super user teams, 2 awaiting amendments. In January one third of cases have been closed, following the closure of all January cases Capita will then review February. A dedicated team in the CG Team are investigating why these cases have not progressed as expected. Action point to remain open until these process improvements have been implemented.	
3. CHES Performance Review		
3.1.	S40(2) took LPG attendees through latest month's performance:	
	Lot 2 Performance for February 2019 Performance:	
•	SLA11 – Consultation Waiting Times, SLA achieved 99%. The proportion of assessments undertaken at AC is 43.4% & HC 56.6%. Clinic utilisation will feature on the April LPG agenda, S40(2) asked for the Clinic Utilisation Plan to be shared as soon as possible so this can be reviewed in advance of the agenda item. (S38 SLA12 – 0.9%, target met. Spike in CSHU in HC was discussed, this is due to the CRM letter issue and is expected to return to normal levels next month.  NR FTA - 11%. This increase relates to CRM letter issue, where letters were not issued informing claimant of assessment. Capita confirmed all cases have been crossed referenced and no cases have been returned to DWP.  SLA8b – Target missed, 75.3%. Telephone spike attributed to CRM letter issue. Capita maximised telephony utilisation throughout. ECA Teams experienced higher call volumes for 4-5 days, in addition, Average Handle Times were slightly longer whilst ECAs became more accustomed to the navigation of the new CRM. For interest, Capita agreed to share current claimant call waiting time. (S38. S40(2) explained March performance may also be impacted.  SLA4a – 86.3%. The improvements made to cancellations will also support this recovery. Capita	
•	aspire to meet the 98% target. Capita to share the improvement plan as previously referenced.  NR Cases over 40 days – 2067. The current position is 3198, Capita expect this to fall. All aged cases are reviewed multiple times during the week with a focus on which are booked, if variances are recognised Capita use contractors to target specific hot spot areas (Postcode areas such as \$\frac{1}{2}\$	
	case was identified as created and it wasn't. Capita have never experience this issue before and steps have been put in place as an additional control. Following LPG <b>\$40(2)</b> confirmed	

• **SLA1** – rolling 3-month performance achieved at 3%. In month, the position is 369 reports audited, 9 U-Grades, 2.45%. Capita expect to achieve in month SLA in March.

rate reported here is incorrect due to a calculations issue within the SDR. This has been

NR PBR – 2.1%. PBR FTE resource S43. Capita flagged there was an increase in FTE due to new cohort who are counted in the FTE but not yet productive. Capita to provide

S38 – the NR PBR

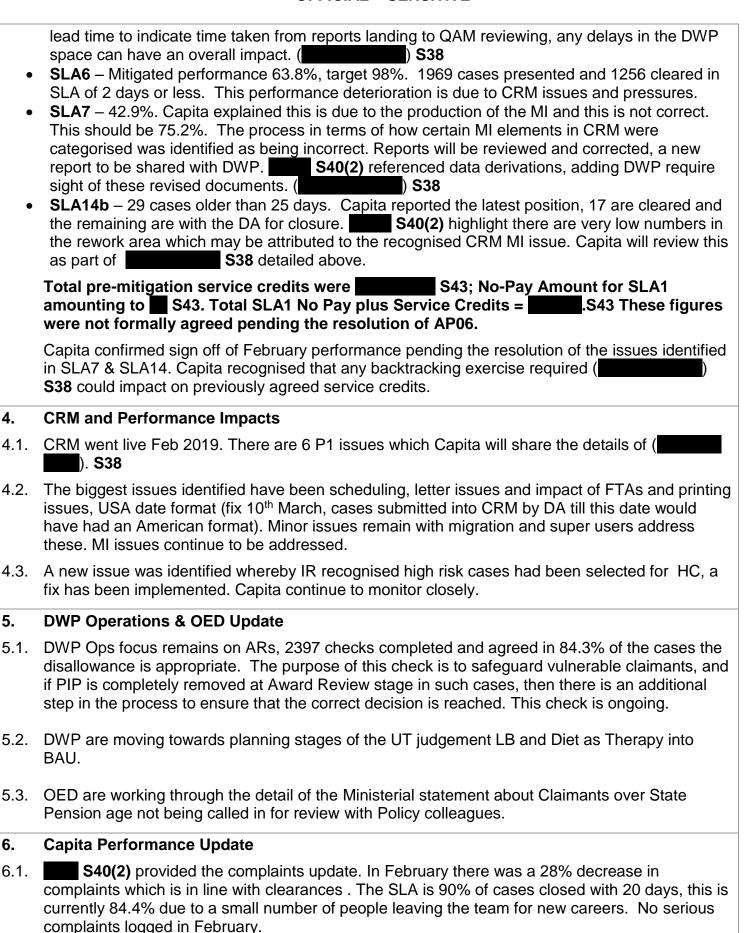
this case took 7 days to close so breached by 2 days.

corrected and performance for March 2019 is 5.7%

feedback for decline in PBR rate. ( \$\) \$38. UPDATE

 SLA3 – Mitigated performance 1.8%, this increase may be due to the speed in which DWP returns cases to AP as January clearances were much higher than February. DWP to share

## **OFFICIAL - SENSITIVE**



## **OFFICIAL - SENSITIVE**

6.2.	<b>S40(2)</b> asked for breakdown of LOT level claimant satisfaction at Regional Level, Capita explained this could be produced but would be a challenge due to the flexibility of the resource. Capita agreed to share complaints split by HC v AC. ( <b>S38</b> )
7.	Improving Cancellations and FTA Performance
7.1.	<b>S40(2)</b> explained how Capita are implementing 'postcode rationalisation' rules in scheduling to improve FTA which means claimants will be scheduled by prioritisation of travel time instead of first available appointment. The new rules will reduce the number of clinics a claimant can be called into for assessment and may means slightly longer wait times for assessment but an overall improved claimant experience. New new process is expected to see dramatic improvements to the length of journey time claimants will be asked to make. The scheduler will be introduced in April/May 2019.
8.	Video Pilot Evaluation
8.1.	<b>S40(2)</b> shared an update regarding the Video Recording Pilot. The target is to reach 100 recordings. To date 2013 calls have been made to invite claimants to take part in the trial, 392 claimants were successfully contacted and 69 claimants agreed to take part in the trial.
8.2.	To improve take up, Capita will share a factsheet handout in clinics which explains the background to the trial. DWP will also write to claimant to ask if they will participate. The trial will conclude in May. DAs involved in the trial have adjusted quickly to the video recording taking place during assessment.
9.	AOB
9.1.	No matter arising.
Next Meeting:	

**S38** 

( S40(2)

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