

Minutes

Title:	PIP (Capita) Lot Performance Group meeting (Lot 2)	
Date: S38	[REDACTED]	
Location:S38	[REDACTED]	
Chair: S40(2)	[REDACTED]	[REDACTED]
Attendees: S40(2)	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
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Notes: S40 (2)	[REDACTED]	[REDACTED]
1. Welcome and Introductions		
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.		
2. Action Points		
2.1. [REDACTED] S40(2) took attendees through the action points.		
2.2. Further to [REDACTED] S38 Capita indicated SLA4 recover is anticipated over the next few months as this metric continues an upward trend since CRM issues have largely been resolved.		

Capita to share revised improvement plan which sets out trajectory of SLA4 through to July 2019. () S38

- 2.3. S38 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 cross 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 S43). Closures outside of service levels were discussed, volumes have been high due to the CRM letter issue which means cases have not been closed as quickly as Capita may have liked. The closure queue has now returned to a stable 24 hours and are ranked by age order. S40(2) continued the conversation adding that cases in service level appear to have been closed faster than those outside of service level. Performance Team to continue to monitor this trend as it was attributed to the CRM scheduling issue.
- **SLA5b** – 99.9%, target missed. This breach is in the admin space and not clinical teams. A 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 S40(2) confirmed this case took 7 days to close so breached by 2 days.
- **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 feedback for decline in PBR rate. () S38. UPDATE S38 – the NR PBR rate reported here is incorrect due to a calculations issue within the SDR. This has been corrected and performance for March 2019 is 5.7%
- **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.
- **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

lead time to indicate time taken from reports landing to QAM reviewing, any delays in the DWP space can have an overall impact. () **S38**

- **SLA6** – Mitigated performance 63.8%, target 98%. 1969 cases presented and 1256 cleared in SLA of 2 days or less. This performance deterioration is due to CRM issues and pressures.
- **SLA7** – 42.9%. Capita explained this is due to the production of the MI and this is not correct. This should be 75.2%. The process in terms of how certain MI elements in CRM were categorised was identified as being incorrect. Reports will be reviewed and corrected, a new report to be shared with DWP. () **S40(2)** referenced data derivations, adding DWP require sight of these revised documents. () **S38**
- **SLA14b** – 29 cases older than 25 days. Capita reported the latest position, 17 are cleared and the remaining are with the DA for closure. () **S40(2)** highlight there are very low numbers in the rework area which may be attributed to the recognised CRM MI issue. Capita will review this as part of () **S38** detailed above.

Total pre-mitigation service credits were () S43; No-Pay Amount for SLA1 amounting to () S43. Total SLA1 No Pay plus Service Credits = () S43 These figures were not formally agreed pending the resolution of AP06.

Capita confirmed sign off of February performance pending the resolution of the issues identified in SLA7 & SLA14. Capita recognised that any backtracking exercise required () **S38** could impact on previously agreed service credits.

4. CRM and Performance Impacts

- 4.1. CRM went live Feb 2019. There are 6 P1 issues which Capita will share the details of (). **S38**
- 4.2. The biggest issues identified have been scheduling, letter issues and impact of FTAs and printing issues, USA date format (fix 10th March, cases submitted into CRM by DA till this date would have had an American format). Minor issues remain with migration and super users address these. MI issues continue to be addressed.
- 4.3. A new issue was identified whereby IR recognised high risk cases had been selected for HC, a fix has been implemented. Capita continue to monitor closely.

5. DWP Operations & OED Update

- 5.1. DWP Ops focus remains on ARs, 2397 checks completed and agreed in 84.3% of the cases the disallowance is appropriate. The purpose of this check is to safeguard vulnerable claimants, and if PIP is completely removed at Award Review stage in such cases, then there is an additional step in the process to ensure that the correct decision is reached. This check is ongoing.
- 5.2. DWP are moving towards planning stages of the UT judgement LB and Diet as Therapy into BAU.
- 5.3. OED are working through the detail of the Ministerial statement about Claimants over State Pension age not being called in for review with Policy colleagues.

6. Capita Performance Update

- 6.1. () **S40(2)** provided the complaints update. In February there was a 28% decrease in complaints which is in line with clearances . The SLA is 90% of cases closed with 20 days, this is currently 84.4% due to a small number of people leaving the team for new careers. No serious complaints logged in February.

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6.2. [REDACTED] **S40(2)** 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. ([REDACTED]) **S38**

7. Improving Cancellations and FTA Performance

7.1. [REDACTED] **S40(2)** 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 mean slightly longer wait times for assessment but an overall improved claimant experience. 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. [REDACTED] **S40(2)** 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:

[REDACTED] **S38**

Contact:

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

Email:

[REDACTED] **S40(2)**@dwp.gsi.gov.uk