

<b>Title:</b>	PIP Independent Assessment Services Lot Performance Group (Lot 2)	
<b>Date: S38</b>		
<b>Time:</b>	10:30 – 12:00	
<b>Location:</b>	Telekit Only	
<b>Telekit Details: S38</b>		
<b>Chair: S40(2)</b>		
<b>S40(2)</b>		
<b>Notes: S40(2)</b>		
<b>Observer: S40(2)</b>		

## Welcome and introductions

██████████ **S40(2)** welcomed everyone to the meeting and went through expected attendees. No LPG last month due to COVID 19 circumstances but action points were covered by correspondence.

**Capita performance update:** -

Overview given by [REDACTED] S40(2):

Things are being worked through that were raised earlier on in the process and they are now moving to a steadier state. Scheduling and booking team is very efficient and with no geographical challenges this is enabling back filling for short term cancellations.

Utilisation is very high at more than 95%. 12% FTA and mainly these are that the customer has not answered the phone or the wrong phone number has been provided.

Assessments are taking slightly longer but nothing to be concerned about (4 mins on average)

And write up time is slightly less (12 minutes).

Staff have adjusted well and good feedback received from claimants.

AACT is 39 days due to the removal of geographical restrictions when booking and being able to clear the older cases. This is expected to reduce in May.

1<sup>st</sup> FTA's are now rebooked prior to returning them to DWP. As a result, those cases are older as its difficult to rebook them within 3 weeks. However, cases over 55 days are reducing and currently stands at 784.

A discussion took place about the potential impact of withheld numbers on claimants not answering the telephone. Capita appointment letters confirm the call will be from a withheld number.

Telephony options are being looked at whether an outbound call from their Contact Centre could be used as a tactical solution. It was noted that there has been no negative feedback regarding withheld numbers and no complaints have also been received.

Pre-calls were previously being completed and [REDACTED] S40(2) queried whether these should be reintroduced to encourage attendance and improve FTA. [REDACTED] S40(2) to consider reintroducing reminder calls. (AP01)

**Mitigation request:**

[REDACTED] S40(2) confirmed that the impact of Covid 19 on performance would be discussed further in the coming weeks.

**Sickness/recruitment /attrition:**

Sickness: is well within tolerance and HCP's with mild covid symptoms are still working from home. shrinkage overall is very low and below 10%.

Attrition: has been very low and again within tolerance but did see a spike last week (8 heads); 4 left to work for the NHS and 2 were forced attrition due to performance.

Recruitment: Capita interviewed 18 people last week and going into May w/c 4th and 11th have 12 and 10 confirmed starters respectively confirmed and 11 due to start in June.

**Anecdotal evidence from HCP's:**

Feedback is very positive from HCP's regarding the telephony assessments. It's something they are still getting used to but overall very positive. The output for quality is currently 3.2% U grade results on average over the rolling 3 months.

**DWP update:**

**S40(2)** : There is a trial starting on Monday with a small number of customers being invited to claim online for PIP via an online link (FME can also uploaded via the link). A random selection of 20 customers per day to start with which may be increased if successful.

Scripts have been amended to make reference to TA rather than F2F. OOH and IVR messages have also been updated. New text messages and letters for existing customers are being introduced and customers whose award is extended will receive a text and written confirmation.

██████████ **S40(2)**: working closely with ██████████ **S40(2)** team regarding the claim online trial. There is an impact on Service Delivery at the moment given all the changes but are coping well. The feedback from Case Managers around TA including the quality of assessment report completion is good.

**AOB:**

### Recording Telephony Assessments:

██████████ S40(2) took us through this as CRT have picked up a few complaints regarding customers not being able to record their assessments. DWP wish to trial the quality of recording from existing equipment and will send a device to Capita to test. ██████████ S40(2) to provide contact details (AP02)

**Customer satisfaction survey:**

Claimant Satisfaction Survey - DWP will provide feedback on the revised questions by the end of this week following consultation with stakeholders. [REDACTED] S40(2) will also advise on whether a question can be included to offer customers the opportunity to take part in a focus group.

**DWP observations of TA:**

█ **S40(2)** confirmed that concerns raised by Capita regarding the revised Terms of Reference would be addressed by DWP Clinicians.

**BCP updates for contractual obligations:**

Capita are of updating the BCP but would prefer to push the date to the right so the updated plan could be completed correctly with lessons learned. Capita would want to complete this once a new normal has been established and whether telephone assessments would be included as a BAU option. It was agreed that the impact of Covid 19 on contractual obligation milestones would be discussed separately.

**S40(2)** thanked everyone for their contributions and closed the meeting

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

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

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