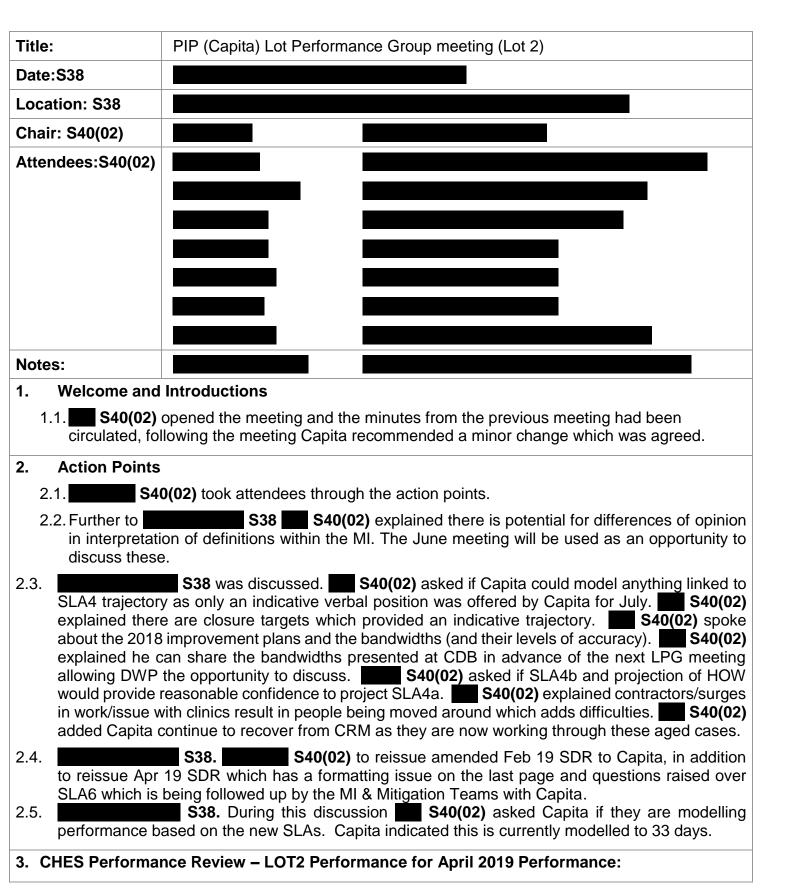
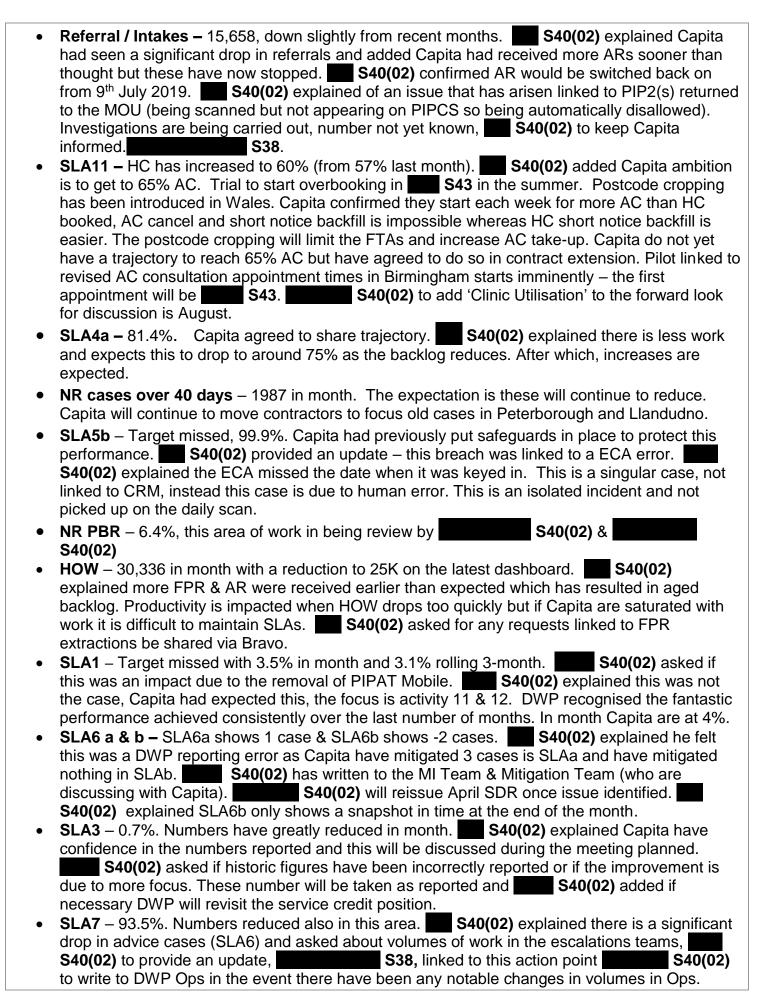


Minutes



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•	SLA14 – 80%. There are 18 ca synchronisation issues and CR				
	<u> </u>	redits were S43 in S43 in Stal SLA1 No Pay plus Se	ncluding a No-Pay Amount for SLA1 ervice Credits = S43.		
	Capita agreed signoff not with	nstanding any other chai	nges arising. SDR will be reissued.		
4.	DWP Operations and OED Up	date			
4.1.	Therapy. This affects activity 3. small number of claimants.	This revision will go-live 1	did not satisfactorily address the Dietus 7 th June and is expected to affect only a		
4.2.	periods for claimants of state pe	ension age (SPA) will be in e at their recommended re	t from 31st May changes to the review aplemented. Any claimant who is of view date will be given an on-going ously been shared with Capita.		
5.	Capita Performance Update - Sickness, Absence & Recruitment				
5.1.	S40(02) and S40(0 2)	2) provided an update.			
5.2.	·	S43 which have been	en historic recruitment hotspots are less		
5.3.	Radio advertising has proved su	uccessful S43			
5.4.	S40(02) raised a concern of the PIP recruitment stability.	ver the contract end date.	This might change the perception of		
5.5.	cohorts in the S43 Regionare not travelling too far from the postcode areas and the desire to	n. This is to ensure Capita e operational postcode. to achieve 65% AC, asking 40(02) explained asking a	of how they arrange training for pick up all areas and that these people S40(02) asked about remapping of if Capita expected this AC focus to DA to attend a HC will not have a IC and AC.		
5.6.	S40(02) ask about the recruthe evaluation narrative.	uitment videos introduced.	Capita to include this information in		
5.7.	During training, for the last 4 we selection/interview process which		Team Managers are involved in the		
5.8.	Attrition was lowered to 1.4 per	month, actual achieved is	0.8.		
5.9.	Absence has improved, below 6% weekly. Wales is an improving picture as LTS have returned. S40(02) added the improved sickness and attrition figures balances any places whereby Capita would have been under in recruitment. – hence HOW falling quicker. This is also helped by the new CRM which has not created any downtime.				
5.10.	S40(02) asked about skill set, the majority are nurses. S40(02) explained this is not intentional.				
6.	AOB				
6.1.	S40(02) asked about the poinformed.	otential emerging PIP2 iss	ues, S40(02) to keep Capita		
Next	t Meeting:	S	38		

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Contact:		S40(02)
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Email: S40(2) @dwp.gsi.gov.uk