



Department
for Work &
Pensions

Minutes

Title:	PIP (Capita) Lot Performance Group meeting (Lot 2)	
Date: S38	[REDACTED]	
Location: S38	[REDACTED]	
Chair: S40(02)	[REDACTED]	[REDACTED]
Attendees: S40(02)	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Notes:	[REDACTED]	[REDACTED]
1. Welcome and Introductions 1.1. [REDACTED] S40(02) opened the meeting and the minutes from the previous meeting had been circulated, following the meeting Capita recommended a minor change which was agreed.		
2. Action Points 2.1. [REDACTED] S40(02) took attendees through the action points. 2.2. Further to [REDACTED] S38 [REDACTED] S40(02) explained there is potential for differences of opinion in interpretation of definitions within the MI. The June meeting will be used as an opportunity to discuss these. 2.3. [REDACTED] S38 was discussed. [REDACTED] S40(02) asked if Capita could model anything linked to SLA4 trajectory as only an indicative verbal position was offered by Capita for July. [REDACTED] S40(02) explained there are closure targets which provided an indicative trajectory. [REDACTED] S40(02) spoke about the 2018 improvement plans and the bandwidths (and their levels of accuracy). [REDACTED] S40(02) explained he can share the bandwidths presented at CDB in advance of the next LPG meeting allowing DWP the opportunity to discuss. [REDACTED] S40(02) asked if SLA4b and projection of HOW would provide reasonable confidence to project SLA4a. [REDACTED] S40(02) explained contractors/surges in work/issue with clinics result in people being moved around which adds difficulties. [REDACTED] S40(02) added Capita continue to recover from CRM as they are now working through these aged cases. 2.4. [REDACTED] S38 . [REDACTED] S40(02) to reissue amended Feb 19 SDR to Capita, in addition to reissue Apr 19 SDR which has a formatting issue on the last page and questions raised over SLA6 which is being followed up by the MI & Mitigation Teams with Capita. 2.5. [REDACTED] S38 . During this discussion [REDACTED] S40(02) asked Capita if they are modelling performance based on the new SLAs. Capita indicated this is currently modelled to 33 days.		
3. CHES Performance Review – LOT2 Performance for April 2019 Performance:		

- **Referral / Intakes** – 15,658, down slightly from recent months. ■■■ S40(02) explained Capita had seen a significant drop in referrals and added Capita had received more ARs sooner than thought but these have now stopped. ■■■ S40(02) confirmed AR would be switched back on from 9th July 2019. ■■■ S40(02) explained of an issue that has arisen linked to PIP2(s) returned to the MOU (being scanned but not appearing on PIPCS so being automatically disallowed). Investigations are being carried out, number not yet known, ■■■ S40(02) to keep Capita informed. ■■■ S38.
- **SLA11** – HC has increased to 60% (from 57% last month). ■■■ S40(02) added Capita ambition is to get to 65% AC. Trial to start overbooking in ■■■ S43 in the summer. Postcode cropping has been introduced in Wales. Capita confirmed they start each week for more AC than HC booked, AC cancel and short notice backfill is impossible whereas HC short notice backfill is easier. The postcode cropping will limit the FTAs and increase AC take-up. Capita do not yet have a trajectory to reach 65% AC but have agreed to do so in contract extension. Pilot linked to revised AC consultation appointment times in Birmingham starts imminently – the first appointment will be ■■■ S43. ■■■ S40(02) to add 'Clinic Utilisation' to the forward look for discussion is August.
- **SLA4a** – 81.4%. Capita agreed to share trajectory. ■■■ S40(02) explained there is less work and expects this to drop to around 75% as the backlog reduces. After which, increases are expected.
- **NR cases over 40 days** – 1987 in month. The expectation is these will continue to reduce. Capita will continue to move contractors to focus old cases in Peterborough and Llandudno.
- **SLA5b** – Target missed, 99.9%. Capita had previously put safeguards in place to protect this performance. ■■■ S40(02) provided an update – this breach was linked to a ECA error. ■■■ S40(02) explained the ECA missed the date when it was keyed in. This is a singular case, not linked to CRM, instead this case is due to human error. This is an isolated incident and not picked up on the daily scan.
- **NR PBR** – 6.4%, this area of work in being review by ■■■ S40(02) & ■■■ S40(02)
- **HOW** – 30,336 in month with a reduction to 25K on the latest dashboard. ■■■ S40(02) explained more FPR & AR were received earlier than expected which has resulted in aged backlog. Productivity is impacted when HOW drops too quickly but if Capita are saturated with work it is difficult to maintain SLAs. ■■■ S40(02) asked for any requests linked to FPR extractions be shared via Bravo.
- **SLA1** – Target missed with 3.5% in month and 3.1% rolling 3-month. ■■■ S40(02) asked if this was an impact due to the removal of PIPAT Mobile. ■■■ S40(02) explained this was not the case, Capita had expected this, the focus is activity 11 & 12. DWP recognised the fantastic performance achieved consistently over the last number of months. In month Capita are at 4%.
- **SLA6 a & b** – SLA6a shows 1 case & SLA6b shows -2 cases. ■■■ S40(02) explained he felt this was a DWP reporting error as Capita have mitigated 3 cases in SLAa and have mitigated nothing in SLAb. ■■■ S40(02) has written to the MI Team & Mitigation Team (who are discussing with Capita). ■■■ S40(02) will reissue April SDR once issue identified. ■■■ S40(02) explained SLA6b only shows a snapshot in time at the end of the month.
- **SLA3** – 0.7%. Numbers have greatly reduced in month. ■■■ S40(02) explained Capita have confidence in the numbers reported and this will be discussed during the meeting planned. ■■■ S40(02) asked if historic figures have been incorrectly reported or if the improvement is due to more focus. These number will be taken as reported and ■■■ S40(02) added if necessary DWP will revisit the service credit position.
- **SLA7** – 93.5%. Numbers reduced also in this area. ■■■ S40(02) explained there is a significant drop in advice cases (SLA6) and asked about volumes of work in the escalations teams, ■■■ S40(02) to provide an update, ■■■ S38, linked to this action point ■■■ S40(02) to write to DWP Ops in the event there have been any notable changes in volumes in Ops.

- **SLA14** – 80%. There are 18 cases over 25 days. [REDACTED] **S40(02)** explained this is linked to synchronisation issues and CRM. This is now resolved (SLA14b).

Total pre-mitigation service credits were [REDACTED] S43 including a No-Pay Amount for SLA1 amounting to [REDACTED] S43. Total SLA1 No Pay plus Service Credits = [REDACTED] S43.

Capita agreed signoff not withstanding any other changes arising. SDR will be reissued.

4. DWP Operations and OED Update

- 4.1. LB UT judgment – Dietus Therapy. The tribunal outcome did not satisfactorily address the Dietus Therapy. This affects activity 3. This revision will go-live 17th June and is expected to affect only a small number of claimants.
- 4.2. State Pension Age – Changes to review dates. With effect from 31st May changes to the review periods for claimants of state pension age (SPA) will be implemented. Any claimant who is of state pension age or who will be at their recommended review date will be given an on-going award with a 10-year review. Volumes impacted had previously been shared with Capita.

5. Capita Performance Update – Sickness, Absence & Recruitment

- 5.1. [REDACTED] **S40(02)** and [REDACTED] **S40(02)** provided an update.
- 5.2. Recruitment performance was strong in the first quarter of 2019 with cohorts full in [REDACTED] **S43**. Areas such as [REDACTED] **S43** and the [REDACTED] **S43** which have been historic recruitment hotspots are less challenging. West recruitment has slowed down due to slower pipeline.
- 5.3. Radio advertising has proved successful [REDACTED] **S43**
- 5.4. [REDACTED] **S40(02)** raised a concern over the contract end date. This might change the perception of the PIP recruitment stability.
- 5.5. Due to the geography, Capita have to be creative in terms of how they arrange training for cohorts in the [REDACTED] **S43** Region. This is to ensure Capita pick up all areas and that these people are not travelling too far from the operational postcode. [REDACTED] **S40(02)** asked about remapping of postcode areas and the desire to achieve 65% AC, asking if Capita expected this AC focus to have an impact on DAs. [REDACTED] **S40(02)** explained asking a DA to attend a HC will not have a negative impact. Capita currently rotate people between HC and AC.
- 5.6. [REDACTED] **S40(02)** ask about the recruitment videos introduced. Capita to include this information in the evaluation narrative.
- 5.7. During training, for the last 4 weeks, no-one has resigned. Team Managers are involved in the selection/interview process which has improved selection.
- 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. [REDACTED] **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. [REDACTED] **S40(02)** asked about skill set, the majority are nurses. [REDACTED] **S40(02)** explained this is not intentional.

6. AOB

- 6.1. [REDACTED] **S40(02)** asked about the potential emerging PIP2 issues, [REDACTED] **S40(02)** to keep Capita informed.

Next Meeting:

[REDACTED] **S38**

OFFICIAL – SENSITIVE

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