

Title:	PIP Capita Lot Performance Group (Lot 2)	
Date:S38	[REDACTED]	
Time:S38	[REDACTED]	
Location:S38	[REDACTED]	
Telekit Details:S38	[REDACTED] [REDACTED]	
Chair:S40(2)	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
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	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Notes:	[REDACTED]	[REDACTED]

1. Welcome and Introductions

- 1.1. ■■■ S40(2) welcomed everyone to the meeting and went through expected attendees.
- 1.2. ■■■ S40(2) asked everyone if they were content with approving the Minutes from the last meeting and that they accurately reflected discussions; all agreed the Minutes could be signed off.

2. Capita Performance Update

- 2.1. **Intake Volume Challenges:** ██████████ S40(2) provided an update on the potential intake volume challenges for the remainder of 2020, and consequently Capita's recruitment planning.



- The volumes are fluid and will change over time so are not set in stone. [REDACTED] S40(2) updated the group on Capita's assumptions on future volumes/intakes from three different forecast referral scenarios. The assumptions are based on when Rising 16, Planned Interventions and Managed Reassessment recommence and their resulting impact on intakes, clearances and recruitment activities.
- 2.2. During April the volume of New Claims significantly reduced for Capita due to the Covid-19 lockdown measures and Capita haven't included in the assumptions any additional New Claims that may come through if claimants have delayed putting in their New Claims due to the lockdown circumstances or other potential additional referrals. The challenge going forward for Capita will be from going from a low intake level to a high intake level for next circa 6 months.
- 2.3. [REDACTED] S40(2) took an action to investigate the May intake volumes and provide feedback to [REDACTED] S40(2) on the volume trend of new claims to see if they have started to go back to normal levels ([REDACTED] S38).
- 2.4. **General Performance Update:** [REDACTED] S40(2) mentioned that Capita are moving forward with telephone assessments with BSL signers via Sign Video, and are attempting to progress the cases where there are no contact numbers for claimants. [REDACTED] S40(2) mentioned that Capita started using Sign Video from 21st May and have conducted 61 assessments. 34% have been completed without any problems, 38% have been cancelled (the reasons for these have been very similar to BAU i.e. claimant/representative couldn't make the appointment, two cases of HP sickness). Capita have identified some conflicting narrative in the appointment letter, which is being progressed with DWP. The FTA rate has fallen since text messages about the BSL Sign Video process commenced. 66 minutes has been the longest assessment so far so similar to BAU process. Generally, it has been well received. [REDACTED] S40(2) took an action to forward further information regarding the BSL telephone assessment cases and also a copy of the request to DWP regarding changes to the appointment letter. ([REDACTED] S38).
- 2.5. Auto-scheduler booking utilisation is excellent with the run rate at 99%, and fewer claimants are cancelling. Claimants who had previously FTA'd their appointment and are coming round the process again for a second time are being auto-scheduled to Monday/Tuesday appointments due to being the oldest cases. This is causing some further FTAs due to claimants not being available early in the week. Current FTA run rate is c10 to 11%.
- 2.6. Health Professionals are now getting used to the routine of telephone assessments and the general feedback from them is good.
- 2.7. Sickness remains low at c5%, and attrition remains low with limited leavers during the month.
- 2.8. Quality is running at the same rate as pre-telephone assessments and the key causes for U grade audits are the same as previously.
- 2.9. [REDACTED] S40(2) mentioned that the AACT (SLA4a) flipped over the target of 35 days for April; what has caused this? [REDACTED] S40(2) mentioned that within the month of March Capita had over two weeks' worth of appointments cancelled due to cancelling face-to-face assessment following government guidelines in response to the Covid-19 pandemic; therefore, these appointments required rearranging, which adds significant additional days to the length of the cases when they have their telephone assessment completed and the case is cleared. [REDACTED] S40(2) added that the May performance is currently below the target and Capita don't envisage the target being missed at May month-end.
- 2.10. [REDACTED] S40(2) asked whether the Claimants Satisfaction Surveys (CSAT) had recommenced on Tuesday 26th May? [REDACTED] S40(2) took an action to check with [REDACTED] S40(2) that the Claimant Satisfaction Survey recommenced from 26th May and could Capita share any



feedback with [REDACTED] S40(2) Morgan after a couple of weeks/middle of June on early findings from the surveys ([REDACTED] S38).

3. DWP update:

- 3.1. [REDACTED] S40(2) mentioned that the Department were preparing a submission for Ministers on any Covid-19 easements. Submission will be presented next week.
- 3.2. The online claiming process trial is progressing and DWP are testing a PDF version of the PIP2 with a small volume of claimants to provide insight on the form. DWP then want to test an HTML version by the end of June.
- 3.3. Best Endeavours work is also progressing. A number of cases have been stockpiled to identify contact numbers from other benefit sources and then undertake follow up actions to progress the cases as early as possible.
- 3.4. [REDACTED] S40(2) mentioned that the general feedback around the telephone assessments is very positive and indicates that the questioning during the assessment is being conducted effectively, with more probing questions etc.
- 3.5. [REDACTED] S40(2) mentioned that the first stage of Covid-19 commercial period is progressing well i.e. CV process and costing model. The second phase on what the future commercial process will look like will progress shortly.

4. AOB:

- 4.1. **Stakeholder Forums:** [REDACTED] S40(2) provided an update on Capita's stakeholder engagement during the lockdown period to gain feedback and investigate improvements. Capita have held two Zoom sessions with the Wales Stakeholder Forum and one Zoom session with the East Midlands Stakeholder Forum; and three case worker Zoom calls with [REDACTED] S38/S43. General feedback from these Zoom sessions has been really positive.
- 4.2. Capita continue to work on and improve their:
 - **Website:** Capita are reviewing the content against the refreshed letter wording and are working on the refreshed branding. Next steps are to finalise the content, test all the links and gain DWP feedback and approval.
 - **Claimant Letters:** Capita are reviewed the claimant letters to improve awareness around what to expect at an assessment and alleviate concerns. Capita sent an online survey to stakeholder forum attendees to gain feedback; redrafted the content based on stakeholder feedback and reviewed internally; and began work on the design. Next steps are to receive a draft of the design of the revised letters; gather stakeholder and DWP feedback on both content and design; and gain DWP approval prior to formal implementation.
 - **Guidance for Companions & Health Professionals at the assessment:** Capita aim to produce an easy to read hand out for all face-to-face assessments that clearly sets the role and responsibilities of Health Professionals and companions during PIP assessments. Capita have drafted a document based on stakeholder feedback and PIPAG guidance and issued this for internal review by Clinical Governance. Next steps are to invite a small number of stakeholders from a range of sectors to review and sign off the document and then gain DWP approval prior to implementation.
 - **Appeals Project:** Capita have started a project to deepen their understanding of the PIP appeal process and identify opportunities to improve their service. This is due to claimant representative organisations recommending Capita attend tribunals and gather feedback to learn and improve. Capita are working with members of the stakeholder



forums to learn about their experiences at appeals, observe appeal hearings, and review specific cases (always with claimant consent). Capita have worked with the S38/S43 in Coventry and have observed six appeals, and on invitation met with a senior judge to discuss the appeals process. Next steps (modified plan due to COVID-19) is to develop and distribute a survey for claimant representative organisations; continue to review individual cases as a paper-based exercise; and meet with DWP Presenting Officers to better understand their role and discuss feedback.

- 4.3. S40(2) asked if there were any Departmental lines to take regarding Capita receiving and completing of out of lot cases; this will ensure they can answer any strategic correspondence e.g. from MPs etc. S40(2) took an action to provide S40(2) with official lines to take. (S38).
- 4.4. S40(2) wanted to raise a reminder to Capita around statutory notice. Feedback from claimants indicates that they feel they are not getting their statutory notice. S40(2) asked for short notice appointments could Capita reinforce the messaging to staff to inform claimants that the agreed appointment is a short notice appointment and that this waives the statutory notice period if they agree to it over the phone. Also for PBR cases where contact is made via telephone, can Capita staff ensure that it is clear that the PBR call is not a full telephone assessment appointment.. S40(2) added that Capita remind all home working DAs around the security aspects of working from home and conducting TAs when there might be family present to ensure they comply with security processes.
- 4.5. S40(2) raised the issue being experienced by claimants around withheld numbers when Health Professionals call to undertake a telephone assessment; some claimants are wary of answering the call and therefore FTA. S40(2) took an action to set up a call with S40(2) regarding the withheld number issues and what workarounds could Capita put in place to improve the experience for claimants (S38).
- 4.6. S40(2) thanked everyone for their contributions and closed the meeting

Next Meeting:	S38
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