



Minutes

Title:	PIP Capita Lot Performance Group (Lot 2)	
Date: S38	[REDACTED]	
Location: S38	[REDACTED]	
Chair: S40(2)	[REDACTED]	[REDACTED]
Attendees: S40(2)	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[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(2) thanked everyone for attending the meeting. 1.2 [REDACTED] 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. Action Points 2.1 [REDACTED] S40(2) went through all the outstanding action points (see Action Point Log for further details of all outstanding actions).		
3. CHES Performance Review 3.1 [REDACTED] S40(2) went through the DWP Service Delivery Report (LPG Pack) and highlighted the following key performance: Lot 2 Performance for May 2019: <ul style="list-style-type: none"> SLA12 Claimants Sent Home Unseen: even though this SLA was met for May 2019 [REDACTED] S40(2) mentioned that the booking trial in [REDACTED] S43 was increasing the availability of appointments by [REDACTED] S43 appointments a day, with very minimal impact on claimants having to be sent home unseen. FTA rates have reduced but there are still some challenges with short notice cancellations. No issues have so far been reported from these two centres regarding the booking trial e.g. from receptionists, DAs etc. [REDACTED] S40(2) said that Capita are to evaluate the trial in two weeks time and may make a decision to roll out the revised process to sites where this will be of benefit. [REDACTED] S40(2) took an action to ensure that Capita provide an update on the booking 		

trial and any future roll out plans at the July LPG on 31st July 2019 [REDACTED] S38 .

- **SLA4a NR Clearances:** performance for May 2019 was 79.9% (Red); resulting in a service credit of £[REDACTED] S43.
- **SLA4b NR Cases over 55 days:** there were 613 cases over 55 days at month-end (a reduction of 223 from April 2019); resulting in a service credit of £[REDACTED] S43
- **SLA5b TI Clearances in 5 days:** performance for May 2019 was 99.9% (Red); resulting in a service credit of £[REDACTED] S43. [REDACTED] S40(2) mentioned that this one failed case was a clerical error and took an action to ensure that feedback is provided at all future LPGs on the checks undertaken on any TI case that fails the five day target [REDACTED] S38 .
- **Head of Work:** there was a reduction of 5,350 cases in the Head of Work which stood at 25,016 at May 2019 month-end.
- **SLA1 U Grade Audit Reports:** the in-month performance for May 2019 was 3.3% (Red) and the rolling three month's performance was 3.2% (Red). The rolling three month's performance still includes PIPAT Mobile mitigation (last month where this will be the case) and the post mitigation rolling performance for May 2019 improved to 3.1%; with a No Pay Amount for May 2019 being £[REDACTED] S43. [REDACTED] S40(2) mentioned that June was proving to be a difficult month and that there have been some challenges in the Lot-wide samples in respect of descriptors 11 and 12. Further remedial work is being done to resolve these issues. [REDACTED] S40(2) added that Capita now had greater granular level data available for each DA on audits that the coaches can analyse and use for future learning.
- **SLA6b Advice cases over 3 days:** there were 2 cases over 3 days at May month-end (Red); resulting in a service credit of £[REDACTED] S43.
- **SLA3 Rework Accuracy:** performance for May 2019 was 0.9% (Red); resulting in a service credit of £[REDACTED] S43. There were 23 cases put forward for mitigation, with all 23 cases being accepted; therefore post mitigation performance improved to 0.8% (Red) and the service credit reduced to £[REDACTED] S43. Even though this SLA is a very challenging target to meet, [REDACTED] S40(2) took an action to investigate any reasons for this SLA being missed [REDACTED] S38 .
- **SLA7a Rework Clearances:** performance for May 2019 was 95.5% (Red); resulting in a service credit of £[REDACTED] S43. There was 1 case put forward for mitigation, and this cases was accepted; therefore post mitigation performance improved to 96.2% (Red) and the service credit reduced to £[REDACTED] S43. Volume of Reworks have gone down compared to previous months; therefore any reasons for this SLA being missed are not due to resources. [REDACTED] S40(2) took an action to investigate any reasons for this SLA being missed [REDACTED] S38.
- **SLA14a Rework Examination Clearances:** performance for May 2019 was 71.4% (Red); resulting in a service credit of £[REDACTED] S43. The majority of cases failing this SLA seem to be claimant unavailability.
- **SLA14b Rework Examination Cases over 25 days:** there were 6 cases over 25 days at May month-end (Red); resulting in a service credit of £[REDACTED] S43. [REDACTED] S40(2) took an action to investigate any reasons or trends for both SLA14a and 14b over the last few months and ensure that an update is

provided at the July LPG on 31st July 2019, with [REDACTED] S40(2) in attendance [REDACTED] S38.

Total pre-mitigation service credits were £[REDACTED] S43; however after accepting mitigations the post mitigation service credits to be applied for May 2019's performance are £[REDACTED] S43 and a No Pay Amount of £[REDACTED] S43.

3.2 [REDACTED] S40(2) asked Capita if the performance and service credits reported to the group accurately reflected the May 2019 position for Lot 2; Capita agreed.

4. Capita Performance Update

4.1 [REDACTED] S40(2) provided an update on Complaints and Claimant Satisfaction Survey:
Complaints:

- there was a 9.5% increase in complaints logged in May 2019 compared to April 2019.
- 78% of complaints were investigated and closed within 20 working days; against SLA of 90%.
- Average handling time is 18.8 days; against SLA of 20 working days – this has decreased from 20.9 days in April 2019.
- There were 48 calls to the MP line in May 2019, compared to 55 in April, and there were 11 complaints logged in May 2019 from MPs (the average for the last 12 months is 12.1 per month).
- There were no serious complaints logged in the month

Claimant Satisfaction Survey:

- 93.3% of claimant's surveyed (150) in May 2019 were either very satisfied or satisfied (140) with the service they received from Capita. For the Quarter there were 95.3% of claimant's surveyed (385) during March, April and May 2019 were either very satisfied or satisfied (367).

4.2 [REDACTED] S40(2) provided an update on Continuous Improvement:

- Customer Service Improvement Plan (CSIP): A working steering group comprising of key senior PIP stakeholders was initiated in late 2018 to commence a review of potential improvement points. Considering the output of Complaints and the Customer Satisfaction Survey, the objective of this initiative was to identify opportunities, which will enhance and improve the overall claimant journey. Areas of focus were agreed and working groups identified to drive the enhancements through the PIP business.
- Investing in Excellent Customer Advisors (ECA): As a result of the Customer Service Improvement review, the ECA Project was developed to provide Enquiry Centre staff and Team Managers the support, skills and guidance they need to provide the best level of service possible. The overall aim is to improve claimant experience, reduce complaints, improve absence, improve retention and improve job satisfaction.
- Clinic Improvement Plan: the Clinic Improvement Plan is another initiative identified to support and improve the claimant journey and customer service. 90 minute travel postcode files for Swansea and Cardiff have been cropped. These will be implemented from the 1st June 2019. Initial data shows a positive impact on FTA's at Cardiff. Cropping of Coventry, Walsall, Leicester, Stoke and Nottingham travel postcode files will follow in mid June. The trial of removing

the [REDACTED] S43 appointment and having the first appointment of the day as [REDACTED] S43 will be implemented in the Hagley Road clinic on the 1st August 2019.

- Change Plan 2019: work continues to develop and implement a new 2019 Change Plan. The review and categorisation of potential improvements has been finalised and the process of agreeing the projects to be implemented will be agreed in Q3.
- Stakeholder Forums: Capita continue to hold stakeholder forums in Wales, ECF (national forum in London), East Midlands & West Midlands. They have now finished the collation phase of the “Dotmocracy” activity and will be analysing the results ready to present findings in Q3.
- Individual meetings with stakeholders: Capita ran [REDACTED] S38/S43 roadshows at multiple locations in Wales. Feedback was extremely positive and they are working with [REDACTED] S38/S43 to arrange similar sessions for advisors throughout the Midlands. The PIP Communications team presented to 30 [REDACTED] S38/S43 staff at their head office in Nottingham. Following on from the positive feedback, Capita have been invited to their annual conference in July to present to staff from all regions. The [REDACTED] S38/S43 invited Capita to attend a meeting along with the DWP to hear the views and experiences of Veterans who had been through the PIP process. Following on from this feedback Capita will now look to develop and deliver PTSD awareness sessions for the DAs and review our Condition Insight Report on PTSD.
- DA Awareness sessions: [REDACTED] S38/S43 have now delivered sessions in East, West, Wales and NI. [REDACTED] S38/S43 did a presentation on Acquired Brain Injury and brought an ABI survivor with them to talk about the difficulties they face. ME delivered a session in London with ME expert [REDACTED] S38/S43 and [REDACTED] S38/S43. [REDACTED] S38/S43, an ME group based in Wales, have delivered a presentation followed by audio/video content of people who suffer from ME. A session with [REDACTED] S38/S43 has been completed in Birmingham where the DA's were given a presentation which included the use of prosthetics to help understand the reality of living with an artificial limb.
- Sign Language training: Capita have delivered basic sign language training to receptionists in the West Midlands so they can communicate more effectively with deaf claimants if they arrive before their interpreter. This will be rolled out to all Lot 2 regions in Q3/4.
- Quality Improvement Workshops: All HPs receive a 1 day face to face training session every 3 months, which will be designed using trends from the TNA. Q1 version rollout complete focus on Activities 11 and 12. Q2 Version currently being rolled out with a focus on Activities 1,4 and 6.
- Clinical Guidance and Documentation: a variety of supporting documents and newsletters have been developed to support, improve and enhance the quality of service provided, which are now available for all clinical staff.

5. DWP Operations & OED Update

5.1 [REDACTED] S40(2) provided an update from OED/Operations:

- State Pension Age changes to Review Dates: these changes went live on 31st May 2019 and from this date any claimant that reaches state pension age on or before the recommended review date will be given a 10 year review date and an ongoing award, and a light touch review (still being developed) will be completed after 10 years.

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- Enhanced to nil checks at Award Review stage: these are the checks that DWP introduced into PIP on 6th February 2019 where at Award Review stage the current rate of either or both components are Enhanced and the new Assessment Report for the Award Review recommends a disallowance is appropriate. DWP have consistently identified that circa 15% of the cases required Advice or Rework; therefore DWP plan to do some further analysis of these cases so that we can feedback trends identified.
- Task Review: DWP are currently reviewing all tasks, how they are distributed and actioned and any system fixes that could help. Within the next PIPCS release there are plans to turn off some task types to reduce the volumes of nugatory work and blockers in the claimant journey.

5.2 [REDACTED] S40(2) mentioned that the Phrase Capture Tool (PCT) will soon be decommissioned and that there will be no more updates to the PCT within PIPAT.

6. AOB

6.1 [REDACTED] S40(2) mentioned that the February 2019 DWP Service Delivery Report (performance and service credits) had still not been formally signed off and DWP were waiting for sign off from [REDACTED] S40(2) In Capita. [REDACTED] S40(2) took an action to ask [REDACTED] S40(2) if he agreed to sign off the February 2019 DWP Service Delivery Report (performance and service credits) [REDACTED] **S38**.

6.2 [REDACTED] S40(2) mentioned that recently DWP had shared a process with both Assessment Providers regarding requests from Professional Bodies e.g. GMC, NMC, HCPC; releasing information about HPs that are registered to their organisation. [REDACTED] S40(2) took an action to investigate whether Capita had had any such requests from Professional Bodies and that for future instances that details of the requests could be sent to the DWP CHES Performance Team group mailbox [REDACTED] **S38**

6.3 [REDACTED] S40(2) asked everyone if there was any other business; no-one raised anything and [REDACTED] S40(2) closed the meeting.

Next Meeting: [REDACTED] S38

Contact: [REDACTED] S40(2)

Email: [REDACTED] S40(2) @DWP.GSI.GOV.UK