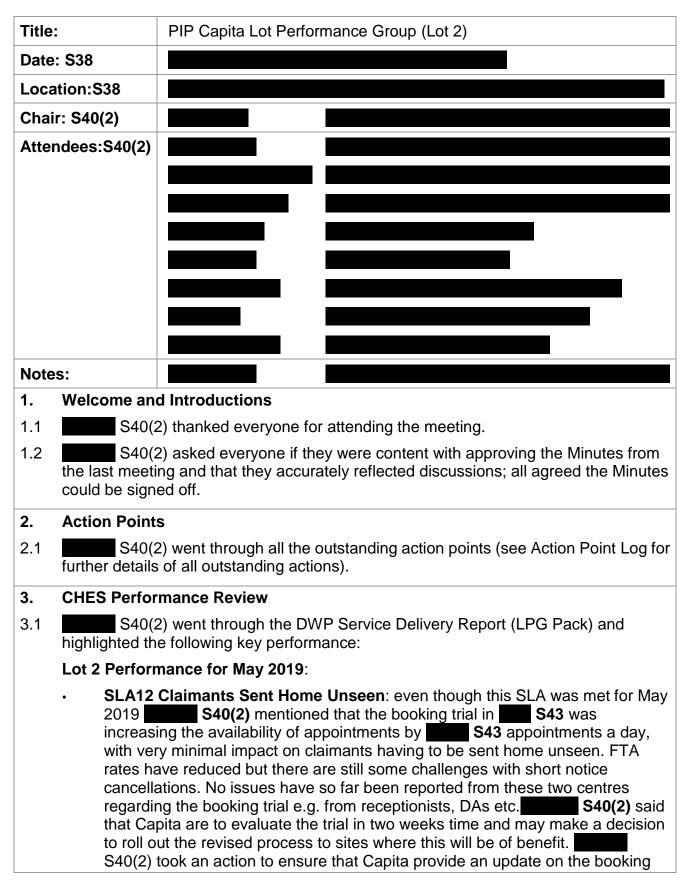
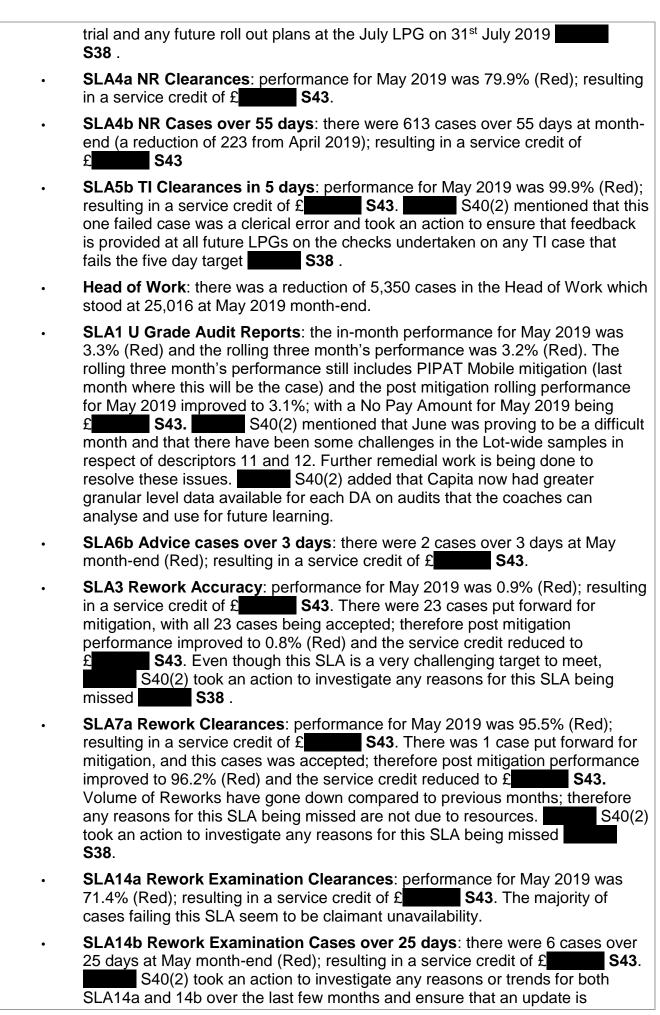


Minutes





provided at the July LPG on 31st July 2019, with \$\infty\$ \$\inft

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

3.2 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 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 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 S43 appointment and having the first appointment of the day as 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 S38/S43 roadshows at multiple locations in Wales. Feedback was extremely positive and they are working with S38/S43 to arrange similar sessions for advisors throughout the Midlands. The PIP Communications team presented to 30 S38/43 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 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: S38/S43 have now delivered sessions in East, West, Wales and NI. 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 S38/S43 and S38/S43. 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 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 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.

- 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 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	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 S40(2) In Capita. S40(2) took an action to ask S40(2) if he agreed to sign off the February 2019 DWP Service Delivery Report (performance and service credits) S38.
6.2	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. 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 S38
63	S40(2) asked everyone if there was any other husiness: no-one raised

Next Meeting: S38

anything and

Contact: S40(2)

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

S40(2) closed the meeting.