

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]
	[REDACTED]	[REDACTED]
	Notes:	[REDACTED]

1. Welcome and Introductions

- 1.1. [REDACTED] S40(2) welcomed everyone to the meeting and reviewed the attendee list.
- 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. Capita Performance Update



- 2.1. **Intake Volume Challenges:** [REDACTED] S40(2) provided an update on the potential intake volume challenges for the remainder of 2020 and effect on Capita's recruitment planning. Capita are expecting 6k IAS cases to land at the end of this week. A further c20k are expected in July and these will be rapidly assigned. HoW will increase, peaking around the end of July, before once again dropping to low levels by the end of the year. Capita are also aware that a further c6.4k cases are waiting to be extracted for FPR. There was a discussion about the stocked cases, Capita are keen to have these as soon as possible and in batches of 6k a week.
 - 2.2. **Recruitment, Attrition and Sickness:** 9 cohorts have been filled and this equates to [REDACTED] S43 to start between the 27th July and 28th September 2020. Q4 recruitment is on hold given the HoW model. Attrition and sickness are under current forecasting.
 - 2.3. **General Performance Update:** Capita is showing a marked decrease in their write up time, down to c59 mins. DA's report their own write up time and [REDACTED] S40(2) thinks this could be that more new claims but having less FE, and there cleared more quickly. [REDACTED] S40(2) to review and provide further detail around this figure ([REDACTED] S38).
 - 2.4. Capita advised customer behavior continues to drive the FTA, with customers not being contactable. This has increased since the lockdown measures were relaxed, anecdotal evidence provided by [REDACTED] S40(2) is that Capita are seeing more calls where the customer is not in a private place to take the call.
 - 2.5. **SDR:** [REDACTED] S40(2) took us through the SDR packs and discussed the main points.
 - 2.6. SLA4b: although still reducing, could this be driven down any further? Capita expect this to decrease further in July though cases with no contact telephone number will persist.
 - 2.7. SLA1: Currently above target at 3.8% in month. Capita advised on the continuing efforts to drive down errors, however descriptor choice remains a common error. Capita are using the time while the referrals are low to deliver additional training. [REDACTED] S40(2) has rebranded all the clinical models and Capita are providing workshops, development days and supporting new staters around avoiding U grade reports.
 - 2.8. SLA7a and 17a reworks: 3 cases would have been put through for mitigation which would have led Capita to hit their target. Nothing else of concern in this area.
 - 2.9. SLA9 has been re-instated, Capita showing 100% customer satisfaction.
 - 2.10. SLA11: Capita has reported the data against the wrong line. The measure is showing against the 60 mins rather than 30 mins. [REDACTED] S40(2) has requested that these figures are corrected. [REDACTED] S40(2) agreed to review this. ([REDACTED] S38)
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3. **DWP update:**
 - 3.1. Quality and Assurance agenda plan is now in place to start this back up. QAM's to be put back in their roles to support this.
 - 3.2. Working at pace to restart RAR work, DWP are working through a proposal at the moment with regards to the backlogs and ensuring sufficient staff in place.
 - 3.3. Best Endeavors 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. MSRS portal access progresses. DWP are waiting for a steer from policy and then a further update can be given.
 - 3.5. [REDACTED] S30 [REDACTED] S40(2).



4. **AOB:**

- 4.1. **Estates:** [REDACTED] S40(2) advised Capita that [REDACTED] S40(2) will be writing out shortly regarding implementation plans for reintroduction of face to face assessments. Additionally, specific, recent questions concerning [REDACTED] S38 and [REDACTED] S38 and requirement to maintain maintain presence. [REDACTED] S40(2) agreed to update [REDACTED] S40(2) with specifics ([REDACTED] S38).
- 4.2. **TA Evaluation:** [REDACTED] S40(2) advised that a letter is due to be sent asking for DA's to support with an evaluation of the telephony assessment process. Will require 10 DA's for a 20 min telephone interview in July.
- 4.3. [REDACTED] S40(2) thanked everyone for their contributions and closed the meeting

Next Meeting:	[REDACTED] S38
Contact:	[REDACTED] S40(2)
Email:	[REDACTED] S40(2)@dwp.gov.uk