

Title:	PIP Capita Lot Performance Group (Lot 2)	
Date:S38	[REDACTED]	
Time:S40(2)	[REDACTED]	
Telekit Details:S40(2)	[REDACTED] [REDACTED]	
Chair:S40(2)	[REDACTED] [REDACTED]	
	[REDACTED] [REDACTED]	
Notes:S40(2)	[REDACTED] [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.
- 1.3. [REDACTED] S40(2) went through the outstanding Action Points. Please see the Action Point Log for further details.

2. Capita Performance Update

- 2.1. The surge in intakes during June and July were welcome but did come through quite rapidly; these have now gone through the IR and scheduling process and have restored productivity levels. There have been some changes to forecasts and Capita are expecting a shortfall of c10k, which is now expected to come through during Aug/Sept. Capita are not expecting a large change in the HOW position and for it to flat line, which is good for productivity/utilisation. The recruitment



pipeline is positive and healthy so no recruitment or training problems. Attrition is low sickness is within expectations. For the next few weeks Capita are expecting to receive extra referrals from IAS.

- 2.2. [REDACTED] S40(2) mentioned that the next DWP workload forecasts are slightly delayed and a caveated version will be sent in the next few days, with an updated view being delivered in August.
- 2.3. [REDACTED] S40(2) asked Capita what their optimum HOW position is [REDACTED] S43 Capita would like to get to this level but can work effectively at a lower level delivering telephony assessments, for example, [REDACTED] S43 Capita could still work productively and efficiently.
- 2.4. [REDACTED] S40(2) asked if any surge in intakes would have an impact on future AACT performance? Capita said that they do expect AACT to increase up towards the target level but not to breach the level.
- 2.5. [REDACTED] S40(2) asked when do Capita expect to start using the new Best Endeavours process on cases? Capita believe the process is still with DWP in the CR process. [REDACTED] S40(2) took an action to chase this up with the CMPD Quality Team ([REDACTED] S38).
- 2.6. [REDACTED] S40(2) asked if Capita were experiencing any problems with the BSL Sign Video cases. Capita said that they do not think that this is contributing to any additional FTA cases and are not aware of any issues. [REDACTED] S40(2) took an action to check on the BSL Sign Video process/cases and provide an update to [REDACTED] S40(2) ([REDACTED] S38).
- 2.7. [REDACTED] S40(2) added that Legal advice from the DWP indicates companions should be able to join assessments via video link (not just audio). [REDACTED] S40(2) is progressing this internally as there are some further actions that need to be implemented to accommodate this e.g. letters.
- 2.8. [REDACTED] S40(2) mentioned that the DWP Service Delivery Reports were mainly all green. The PBR rate was low in June; Capita said that this was mainly due to the PBR team spend the majority of time undertaking IRs; however, the expectations are that this will increase once the PBR team get back to normal roles. There was a slight increase in aged cases (SLA4b); Capita said that this was mainly due to claimant behaviour and a lack of contact numbers for some claimants. From the perspective of the performance of the key targets, the position is very positive.
- 2.9. [REDACTED] S40(2) mentioned that there were some significant performance impacts pre-Covid e.g. PIPCS outages; and post-Covid e.g. BE cases, cases that needed returning to the DWP. [REDACTED] S40(2) said that DWP would need further discussions around how the reasons impacted the performance position and asked [REDACTED] S40(2) to provide some initial background information around the impacts and to send these to [REDACTED] S40(2) for DWP consideration ([REDACTED] S38).
- 2.10. [REDACTED] S40(2) asked Capita if there were any issues or successes from DWP searching for cases with no telephone numbers; [REDACTED] S40(2) took an action to get an update from the team's managing the lists of cases and see how successful these additional numbers have been in producing further clearances ([REDACTED] S38).

3. DWP update:

- 3.1. Fail To Attend process – DWP are currently working with Policy, Service Delivery and CMPD colleagues to review the tactical FTA process and agree a longer term process that protects vulnerable customers.
- 3.2. Automation of AP reports – hoping for a January 2021 release. This will remove the need for the physical sending of assessment reports into DWP via MOU i.e. scanning and indexing. [REDACTED] S40(2) asked if DWP can ensure that DfC are plugged into this change from a Lot 4 perspective; [REDACTED] S40(2) took an action to ensure DfC are fully aware of the automation of AP report changes ([REDACTED] S38).



- 3.3. Feedback Loops – hoping for an October 2020 release. This work is progressing really well and DWP are now looking at MI requirements. DWP will involve Providers to discuss how they would like to receive the MI etc.
- 3.4. Alternative Format and Reasonable Adjustments Marker – DWP are hoping to get these into the October 2020 release. This is progressing nicely and already linked in with Providers.
- 3.5. Access to MSRS – DWP are awaiting confirmation of trial dates, and looking to confirm Critical Success Factors. The service itself is being built and should be ready for testing in August/September 2020.
- 3.6. PIP Full PIP Rollout (Manual and Natural Reassessment cases) and Award Reviews have restarted (new invites are not being issued; however, there are some in the returned cases); with appropriate invites and forms e.g. PIP2s and AR1s, being reissued to claimants. There are no dates yet on when the new invites will be switched back on.
- 3.7. Disallowances for non-return of forms will recommence where they were paused during the Covid period. This could result in increased Recons/Appeals at a later date.
- 3.8. Enhanced to Nil award decision checks have restarted.
- 3.9. Work continues to return the AR cases that were pre-appointment and returned to DWP a couple of months ago.
- 3.10. RARs have recommenced. [REDACTED] S40(2) mentioned that the RARs are coming through to Capita in batches rather than individually and could DWP check that there isn't a backlog in these cases as any backlogs would significantly impact resources. . [REDACTED] S40(2) took an action to check on whether there are any backlogs in the RAR space and provide a response to [REDACTED] S40(2) ([REDACTED] S38).
- 3.11. The latest list of cases with no telephone number have been received today from [REDACTED] S40(2); these have been passed on to the relevant team to try and obtain further telephone details.
- 3.12. AR1 triage in DWP Service Delivery has restarted.
- 3.13. The DWP Service Delivery team to support the Best Endeavours additional evidence gathering is operational i.e. requesting ESA/UC reports when all other avenues have been exhausted.
- 3.14. The QAM network have been redeployed back to PIP during the last two weeks.
- 3.15. Targeted checks have restarted from beginning of July.

4. AOB:

- 4.1. Terms of Reference (ToR) Review – CMPD are undertaking a governance meeting review and as part of this the ToRs will be reviewed and CMPD will consult Providers during these reviews.
- 4.2. There were no other AOB items; therefore, [REDACTED] S40(2) thanked everyone for their contributions and closed the meeting.

Next Meeting:	[REDACTED] S38
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