



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]
Notes: S40(2)	[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. Capita – Clinic Utilisation and CRM Transformation Update

- 3.1 Postcode files have been cropped for the majority of assessment centres; with a rollout schedule in place to be completed by the end of 2019. Positive improvements in the FTA rate for centres where the postcode files have been cropped. Capita also piloting the removal of the [REDACTED] S43 appointment time with [REDACTED] S43 start time to improve morning attendances and impact of travel time for claimants trying to get to the earlier appointment time. Capita looking into their assumptions on expected productivity levels for DAs as the improvements in FTA rates means more assessments being completed and having to be written up within agreed timescales.
- 3.2 Introduction of CRM [REDACTED] S43 has had a positive impact on business by stabilising their IT platform i.e. less outages, especially priority 1 incidents. Capita have seen a reduction in average handling time in the contact centre by c30 seconds through better screen navigation and increased speed of system. The new system is also providing more reliable data for analysis, has the ability to link with other media e.g. web or IVR,

and enables more automation of tasks that are currently resource intensive (manual). There are still small fixes required that are being progressed.

4. CHES Performance Review

4.1 [REDACTED] S40(2) went through the contractual Management Information performance for the previous month and highlighted the following key performance:

Lot 2 Performance for July 2019:

- **SLA4a:** performance was 91.0% (Red); resulting in a service credit of [REDACTED] S43.
- **SLA4b NR Cases over 55 days:** there were 213 cases over 55 days at month-end (Red); resulting in a service credit of [REDACTED] S43.
- **SLA1 U Grade Audit Reports:** the in-month performance was 4.3% (Red) and the rolling 3 month performance was 4.4% (Red); resulting in a No Pay Amount of [REDACTED] S43
- **SLA3 Rework Accuracy:** performance was 0.6% (Red); resulting in a pre-mitigation service credit of [REDACTED] S43. Sixteen cases were presented for mitigation and all were accepted; therefore the post mitigation performance improved to 0.5% (Red) and the post mitigation service credit reduced to [REDACTED] S43.
- **SLA7a Rework Clearances:** performance was 90.2% (Red); resulting in a pre-mitigation service credit of [REDACTED] S43. Five cases were presented for mitigation and all were accepted; therefore the post mitigation performance improved to 94.6% (Red) and the post mitigation service credit reduced to [REDACTED] S43.
- **SLA14a Rework Examinations:** performance was 77.8% (Red); resulting in a pre-mitigation service credit of [REDACTED] S43. Four cases were presented for mitigation and all were accepted; therefore the post mitigation performance improved to 92.6% (Red) and the post mitigation service credit reduced to [REDACTED] S43.
- **SLA14b Rework Examination cases over 25 days:** there were 5 cases over 25 days at month-end (Red); resulting in a service credit of [REDACTED] S43.

The total pre-mitigation service credits were [REDACTED] S43. Following acceptance of mitigation the post mitigation service credits reduced to [REDACTED] S43 and the No-Pay Amount for SLA1 was [REDACTED] S43. Therefore the total Service Credits and No Pay Amount to be applied for July 2019 is [REDACTED] S43.

4.2 [REDACTED] S40(2) mentioned that the service credits and no pay amounts since February 2019 hadn't been paid and that [REDACTED] S40(2) had questioned the approval route for service credits and no pay amounts. [REDACTED] S40(2) asked Capita if they agreed that the Lot Performance Group meeting is the correct governance forum for agreeing and signing off the contractual performance, service credits and no pay amount; Capita agreed. [REDACTED] S40(2) asked Capita to report back to himself and [REDACTED] S40(2) when the February 2019 to August 2019 service credits and no pay amounts purchase orders had been settled and provided to DWP for processing. [REDACTED] S40(2) reiterated the expectation of settling service credits in a timely manner and asked Capita to provide a fully documented process, including timescales ([REDACTED]). S38

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

5. DWP Operations and SDT Update

5.1 [REDACTED] S40(2) provided a Service Design and Transformation update:

- Quality decision making workshops to case managers (Holistic Decision making) have now been completed. They have started to evaluate the difference this is making.
- Continue to look closely at how they improve the links between Disability Services and Work Services – using the DEAs as support for Work Coaches in Jobcentres.
- Linked to this closer working agenda DWP have now completed a very small Test and Learn in Reassessment cases (DLA to PIP – a small team of seven CMs in Telford) where claimants might be going from a high award in DLA to nil on PIP. Introducing a telephone call to ensure DWP have all evidence before giving a nil award. Evaluation of that test and learn is underway and will inform a similar test and learn for PIP cases going from enhanced / enhanced to nil. That is being designed – still very small scale.
- State Pension Age changes have been implemented for Flow cases and IT Changes for stock cases have just been implemented.
- Looking at our FTA processes to streamline them.
- DWP are making some preliminary enquiries to the paused CR around second UTAs to see if this can be improved.

5.2 [REDACTED] S40(2) provided a DWP Operations update:

- Award Review triage has resumed.
- The Enhanced/Enhanced to Nil award checks were carried out from 29th July to 16th August: 500 checks completed; with 412 (82.4%) deemed the disallowance was correct; 65 (13%) required further advice/ evidence and 23 (4.6%) deemed disallowance was not appropriate. Of the 500 cases checked only 11 cases were returned as Rework.

6. Capita Update

6.1 [REDACTED] S40(2) provided a Capita update on Recruitment, Attrition and Absence:

Recruitment:

- For the July and August training cohorts there were zero no shows on day one of training.
- [REDACTED] S43.
- Continuing with Radio advertising to increase recruitment.
- Lower applicant volumes and volume of interviews due to the Summer period.

Attrition:

- July unforced attrition post training ran at a weekly average of 0.9% against operational target of 1.4%.
- Further breakdown of attrition and improvement activities to be provided at the next LPG on 25th September 2019.

Absence:

- Absence has increased slightly throughout July 2019 at 6.9% (attributed to seasonality). August is tracking similar to July 2019.

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6.2 Future updates on Recruitment, Attrition and Absence to focus on:

- Where Capita have been i.e. historical data.
- Where Capita see themselves in the coming months.
- Any hot spots areas and improvement activities.
- Profile outlook at postcode level for Head of Work, AACT, Aged Cases.

7. Contract Extensions

- 7.1 Capita confirmed everything is ready and their MI Teams are ready with the required changes.
- 7.2 [REDACTED] S40(2) took an action to arrange a call with [REDACTED] S40(2) to discuss the elements of the performance reports that have been revised/removed due to the new contractual requirements that may still be required due to providing a better granular level of detail of performance ([REDACTED]). S40(2)

8. AOB

- 8.1 [REDACTED] S40(2) that the lateness of receiving recategorised further evidence was impacting the assessment process and audit results. [REDACTED] S40(2) mentioned that there were no MOU issues or scanning business rules issues at the moment and CHES are not aware of any backlogs in the Operational space. [REDACTED] S40(2) took an action for the CHES team to liaise with relevant DWP and MOU contacts in DWP to investigate whether there are any issues with the scanning of evidence and the recategorisation of white mail ([REDACTED] S38
- 8.2 [REDACTED] S40(2) asked everyone if there was any other business; no-one raised anything further and [REDACTED] S40(2) closed the meeting.

Next Meeting:

[REDACTED] S38

Contact:

[REDACTED] S40(2)

Email:

[REDACTED] S40(2)