

Title:	PIP Capita Lot Performance Group (Lot 2)	
Date:S38	[REDACTED]	
Time:S38	[REDACTED]	
Location:S38	[REDACTED]	
Chair:S40(2)	[REDACTED]	
S40(2)	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
Notes:S40(2)	[REDACTED]	

1. Welcome and Introductions

- 1.1. [REDACTED] S40(2) welcomed everyone to 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.
- 1.3. The DWP Service Delivery Report will be reviewed and agreed by correspondence.
[REDACTED] S40(2) mentioned that the Service Credit updates needed to be included from this month and [REDACTED] S40(2) took an action to discuss with the CMPD MI Team the inclusion of the Service Credit updates in the DWP Service Delivery Reports from this month (July 2020 performance) and once complete, to be shared with Capita for sign off by correspondence ([REDACTED]).S38

2. Capita Performance Update

- 2.1. **Referrals (Intakes)** – additional forecasts received from DWP and is represented in the working forecast (and is not the operative forecast). The numbers of referrals expected for the rest of year is higher than previous forecasts and in addition to this are the volumes coming through from IAS. [REDACTED] S40(2) mentioned that referrals received were below forecast and that Capita were not concerned about this at this time. No issues being experienced from volumes coming through from IAS and Capita comfortable with intakes,



Head of Work (HOW) and forecast clearances. [REDACTED] S40(2) mentioned that he was expecting a new iteration of the forecasts; [REDACTED] S40(2) took an action to investigate internally and provide details of when these details would be available ([REDACTED] S38).

- 2.2. **Fail To Attend (FTA)** – FTA have reduced in July.
- 2.3. **Recruitment** – going very well and training is being completed remotely, which is having positive benefits as there are no restrictions on geographical training locations. When F2F starts this will be more challenging and Capita will have to add F2F elements to new recruits that are only trained on telephone assessments.
- 2.4. **Attrition** – low for July but expecting slight increase in August and September. This is still below expectations and Capita are in a healthy position due to recruitment being Green.
- 2.5. **Sickness** – sickness reduced during July, which has a positive impact service delivery.
- 2.6. **HOW** – expected to stay quite flat up to December and seasonal increase in December due to absence e.g. additional leave, and then performance expected to pick up again in January.
- 2.7. **AACT** – Capita are confident on the current movement of AACT and that it won't breach the 35 day target in the coming months.
- 2.8. **Cases over 55 days** – this has increased slightly but manageable and 118 cases don't have contact numbers.

3. DWP update

- 3.1. **Uncategorised White Mail and improving the GPFR categorisation** – DWP are undertaking a piece of work regarding improving the categorisation of some of the unallocated white mail received and scanned at MOU; this includes improving the automatic categorisation of the GPFR form, which would help some of the issues that Capita are having from a financial perspective.
- 3.2. **FTA process** – following the test and learn pilots earlier this year DWP are planning to do some further work around the FTA process and are going to gather evidence on the reasons for FTA e.g. via the PIP6000 form. Any feedback on the reasons will be fed back to Capita.
- 3.3. **Lack of Contact Numbers** – the process for obtaining additional contact numbers where none were previously held by Capita or the current details were unsuccessful in contacting the claimant is working well and weekly lists are being provided by Capita, and then returned once DWP have investigated any other contact details. This is enabling more telephone assessments and reducing the possible BE cases.
- 3.4. **Best Endeavours (BE) cases** – for the BE cases where Capita would like DWP to see if there is an available ESA/UC Report, could the daily lists of these cases could go direct to the group mailbox ([REDACTED] S43@dwp.gov.uk). DWP have received the first 85 completed BE cases. DWP would appreciate it if Capita could also ensure that the daily lists of completed BE cases goes to the dedicated mailbox ([REDACTED] S43@dwp.gov.uk) as there is the potential for anyone in DWP Service Delivery to pick the returned task up and action the case; however, they will not be sighted on the process.
- 3.5. **MM into BAU (activity 9)** – DWP Service Delivery will be going live with MM on 17th September, same day that the PIPAG is published. DWP have commenced upskilling staff and this was delivered to the QAMs and QLs last week and will be delivered to CMs over the next 3 weeks.
- 3.6. **Disallowance Test and Learn** – DWP have reviewed 100 cases that were stockpiled disallowances, 37 Reassessment and 63 Award Review cases. The CM reviewed all the evidence and if the case was still a disallowance a pre-decision call was made to the



claimant to advise that the decision was likely to be a disallowance and give the claimant the opportunity to provide more information. The early feedback and observations from this stage of the test and learn is that the CMs found the calls with Reassessment claimants difficult and changed 6 decisions and mostly did not gather any different information than already held. The Award Review CMs had a much more positive experience with the claimants and have been able to change more awards. Further evaluation will now be completed. The second part of the test and learn will contact the claimants 3 to 4 weeks after their decision was made to understand the claimant's experience of the PIP journey and if the pre-decision call made the experience better even when the decision outcome is unfavourable.

- 3.7. **Change of Circumstances (CoC) Test and Learn** – two teams are looking to see if in-house decisions can be made on CoC Award Reviews using the PIP2 UI only. Three weeks into the test one team has made in-house decisions on 50% and one on 77% of the cases. Cases will be checked by Tier 2 checking and included in the evaluation.

4. AOB

- 4.1. [REDACTED] S40(2) mentioned that the Quarterly LPG agenda items had been paused in recent months and that these will be picked up separately to LPG for the coming months. CMPD team members will be in touch over the coming weeks to organise meetings to cover these areas in more detail outside of the LPG meetings.
- 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
Contact:	[REDACTED] S40(2)
Email:	[REDACTED] S40(2)@dwp.gov.uk