



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] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Notes: S40(2)	[REDACTED]	[REDACTED]
1. Welcome and Introductions <ul style="list-style-type: none"> [REDACTED] S40(2) thanked everyone for attending the meeting. [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 <ul style="list-style-type: none"> [REDACTED] S40(2) went through all the outstanding action points (see Action Point Log for further details of all outstanding actions). 		
3. CHES performance Review – August 2019 Performance [REDACTED] S40(2) [REDACTED] S40(2) went through the contractual Management Information performance for the previous month and highlighted the following key performance areas: Lot 2 Performance for August 2019: <ul style="list-style-type: none"> SLA4a: AACT performance was 31.7%. [REDACTED] S40(2) asked what were the issues with the increase on the previous 'old' measure. Capita stated that A/L for August and September was the main factor. As a result they are looking to 		

move resource from the [REDACTED] S43 region into [REDACTED] S43. They anticipate that the HoW will continue to fall below forecast over the coming weeks and don't expect to see an increase in the number of old cases they hold. (currently 346).

- **SLA4b NR Cases over 55 days:** 346 cases over 55 days at month-end
- **SLA1 U Grade Audit Reports:** the in-month performance was 3.3% and the rolling 3 month performance was 4.4%. Activities 11 & 12 are problematic and Capita have additional coaching sessions and workshops in place and are also targeting individual DA's.
- **SLA3 Rework Accuracy:** performance was 0.5%. 13 cases were presented for mitigation and all were accepted.
- **SLA7a Rework Clearances:** performance was 95.6%. 1 case was presented for mitigation and accepted
- **SLA14a Rework Examinations:** performance was 85.7%. 2 cases were presented for mitigation and 1 was accepted.
- **SLA14b Rework Examination cases over 25 days:** 3 cases over 25 days at month-end.

The total pre-mitigation service credits including SLA1 were [REDACTED] S43. Following acceptance of mitigation the post mitigation service credits reduced to [REDACTED] S43 .

- **PBR Cases – [REDACTED] S40(2)** noted that the PBR rate increased to 11%, and asked if AACT will be affected by the clearance of older cases that could potentially not fall into the PBR category due the numbers available. [REDACTED] S40(2) stated that she will report back to the meeting ([REDACTED]). **S38**
- **Mitigation – [REDACTED] S40(2)** has arranged to meet with Capita to ensure that there is a common understanding of the current mitigation process and will email [REDACTED] S40(2) at a future date with details of the outcomes.

4. Artificial Intelligence

- [REDACTED] S40(2) updated the meeting on Capita's current work on AI.

5. DWP Operations and SDT Update

- [REDACTED] S40(2) provided a Service Design and Transformation update: Test and Learn pilot undertaken in Telford on high award DLA cases transferring to PIP and then receiving a nil PIP award completed. Now looking at a Test and Learn pilot on Enhanced/Enhanced PIP Award to nil award at review stage. DWP endeavouring to get further evidence from claimants on these cases to ensure the decision is correct.
- Test and Learn pilot on FTA process. DWP are looking to align the PIP process with ESA wherever possible.
- [REDACTED] S40(2) also talked through the issue with the scanning of AR1s where tasks are not generated within PIPCS. She stated that DWP Ops are working with the MOU to ensure that volumes are monitored closely in the future. [REDACTED] S40(2) raised a concern that a backlog of AR cases could form within the Ops space as they are now being triaged. DWP are working closely with Ops to ensure that this does not happen and are continually moving resources to mitigate. They are also being proactive in encouraging claimants to return AR1s sooner.

6. Capita Performance Update

Continuous Improvement Plan:

- [REDACTED] S40(2) & [REDACTED] S40(2) talked through the current initiatives and future plans.
- [REDACTED] S43– [REDACTED] S40(2) asked if Capita could share the details of the proof of concept and he will link in with other interested parties within DWP. Reports have already been shared with DWP Commercials.
- **Fraud Referral Pilot** – [REDACTED] S40(2) talked through the initiative and will send Capita details of the process ([REDACTED]). S38

Hot Topics from Stakeholder Forums:

- [REDACTED] S40(2) updated the meeting on feedback from Stakeholder events

Evaluation of Clinic Utilisation:

- [REDACTED] S40(2) commented that the postcode cropping has not reduced the number of HCs. Capita commented that it is just one element of the measures they have in place and some further analysis needs to be undertaken. They hope to achieve 65% by early 2020 and [REDACTED] S40(2) will send the timeline. ([REDACTED]) S38

Forward Look Performance:

- Much of the forward look was discussed as the meeting progressed. Recruitment, Sickness and Attrition are stable. A more detailed presentation will be delivered at the next LPG following [REDACTED] S40(2) and [REDACTED] S40(2) discussion on the Capita Operating Model.

7. AOB

- The PIP Change Team have arranged a DWP Visiting Officer Workshop for [REDACTED] [REDACTED] S38 to discuss the Appointee process with Capita. Feedback will be channelled through a future Quality meeting.

Next Meeting:

[REDACTED] S38

Contact:

[REDACTED] S40(2)

Email:

[REDACTED] S40(2)@DWP.GSI.GOV.UK