



# Minutes

|                              |  |  |
|------------------------------|--|--|
| Title:                       | PIP Capita Lot Performance Group (Lot 2)   |  |
| Date: S38                    |  |  |
| Location:                    | By Telekit   |  |
| Chair: S40(2)                |  |  |
| S40(2)                       |  |  |
|                              |  |  |
|                              |  |  |
|                              |  |  |
|                              |  |  |
|                              |  |  |
|                              |  |  |
| Notes: S40(2)                |  |  |
| 1. Welcome and Introductions |  |  |
| 1.1                          | S40(2) thanked everyone for attending the meeting. The minutes from the previous meeting were signed off.  |  |
| 2. Action Points             |  |  |
| 2.1                          | S40(2) went through the outstanding action points and updates were provided.   |  |
| 3. CHES Performance Review   |  |  |
| 3.1                          | S40(2) went through the DWP Service Delivery Report (LPG Pack) and highlighted the following key performance:  |  |
|                              | Lot 2 Performance for November 2019:   |  |
|                              | <ul style="list-style-type: none"><li>SLA 11 Consultation Waiting Times: The proportion of HC in month was 63%. Capita have a Clinic Utilisation plan which they are working towards.</li><li>SLA 4a: AACT met in month at 31.5 days. Capita had no concerns meeting this target going forward.</li><li>SLA 4b: Cases over 55 days at month end were 410 and there has been an upward trend. However, Capita believe seasonal variation will cause this to increase further but see no major issues.</li><li>NR PBR Rate: PBR rate had slightly decreased from the previous month and was at 9.3%. Capita expect this to stay around 9% - 11%.</li></ul> |  |

## OFFICIAL – SENSITIVE

- **Head of Work:** This was at 29,541 which is at a [REDACTED] S43 level for Capita.
- **SLA 1 Quality** – The performance achieved in month was 3.5% and the rolling the 3-month performance achieved was 4.4%.
- **SLA 6b:** There was 1 case over 3 days.
- **SLA 7a:** MI shows performance over 100%. [REDACTED] S38 – Capita to check and review this with their MI Team.
- **SLA 14a:** This target was missed by 5 cases. [REDACTED] S38 – [REDACTED] S40(2) to share details of these cases before the next LPG.

Total pre-mitigation service credits were [REDACTED] S43 and [REDACTED] S43 post mitigation. The No-Pay Amount for SLA 1 was [REDACTED] S43, which gave a grand Total of post mitigation service credits of [REDACTED] S43. (subject to resolution of AP01)

#### 4. Capita Performance Update – Forward Look Performance.

- 4.1 Capacity / resource challenges will remain in the [REDACTED] S43 area until about March 20. Capita are [REDACTED] S43. Capita did not foresee any other performance issues and felt that their [REDACTED] S43 was at a comfortable level.

#### 5. AOB

- 5.1 [REDACTED] S40(2) mentioned how the current PIPCS issue was impacting causing some cancellations and slowing down Initial Reviews. DWP IT were working to apply the necessary fix.
- 5.2 [REDACTED] S40(2) mentioned that there has been an increase in advice cases a long time after after the case had been closed and therefore deleted from their systems due to retention rules. [REDACTED] S38 – [REDACTED] S40(2) to share examples of these cases.
- 5.3 [REDACTED] S40(2) gave an update on the Birmingham site. Capita are in the process of looking for an alternative site.

**Next Meeting:**

[REDACTED] S38.

**Contact:**

[REDACTED] S40(2)

**Email:**

[REDACTED] S40(2) @dwp.gov.uk