



Department
for Work &
Pensions

Minutes

Title:	PIP (Capita) Lot Performance Group meeting (Lot 2)	
Date:S38		
Location: S38		
Chair:S40(2)		
Attendees: S40(2)		
Notes:		
1. Welcome and Introductions		
1.1. S40(2) opened the meeting and the minutes from the previous meeting had been circulated, Capita recommended minor changes which were agreed.		
2. Action Points		
2.1. S40(2) took attendees through the action points.		
2.2. Linked to S38 a workshop is planned on 12 th Feb 19 to explore risk appetite and set out clear criteria to explore other options/best endeavours.		
3. CHES Performance Review		
3.1. S40(2) took LPG attendees through latest month’s performance:		
Lot 2 Performance for December 2018 Performance:		
<ul style="list-style-type: none">Referrals – Referral / Intake, 20,270, slight seasonal dip.SLA11 – Consultation Waiting Times, SLA achieved 99%. HC 56.6% which is a slight increase from November. The aspiration is to increase AC and reduce HC, Capita confirm work continues to progress which focuses on greater clinic utilisation. Capita expect to see AC increase over the next quarter.NR FTA - 10.6% - Capita confirmed this is a seasonal trend.		

- **SLA4a** – 90.6%. Capita explained [REDACTED] **S43** remains a focus. Positive trend expected to continue.
- **SLA4b** - Capita experienced system issues 24-27 Dec (CRM) which impacted their ability to close cases, Capita highlight a risk that cases due to be seen in January were moved towards the end of the month, meaning if a claimant cancels this will further extend their journey. The new CRM roll-out is due 4th Feb 2019 and a robust plan is in place (with contingency to roll-back). Appointments 4th & 5th Feb will not be impacted as already booked.
- **SLA5b** – Mitigated Performance 99.3% - Capita explained cases breached were as a result of a process gap identified from a user point of view. The new CRM queue will address this issue, Capita confirmed that they recognise the date/time cases have breached have often been missed by a small number of hours and not days due to this process gap. Capita provided assurance to DWP this trend will not continue and daily checkpoints are in place. [REDACTED] **S40(2)** to provide confirmation when the new process & extra checks were implemented. [REDACTED] **S38**.
- **Chargeable Outputs** – 11,870 volumes reduced primarily due to fewer working days.
- **NR PBR** – 6.2%, [REDACTED] **S43** FTE increase in the PBR Teams to a total of [REDACTED] **S43** FTE
- **HOW** – 30,008, Capita added [REDACTED] **S43** is optimum,
- **SLA1** – Mitigated Performance reported in month is 2.9% against a target of 3%, Rolling 3 month mitigated performance 2.5%, target met. Exceptional performance. Capita have no plans to move colleagues from quality audit into the field.
- **SLA3** – 1.4% mitigated performance. [REDACTED] **S40(2)** added that DWP Ops are recognising short review dates for Capita cases which may be increasing this SLA. [REDACTED] **S38**
- **SLA7 & SLA14a** – these SLAs were not discussed due to identified reporting discrepancies.
- **SLA14b** – 6 cases, all cases are now closed.

Total pre-mitigation service credits were £[REDACTED] S43; service credit mitigation to be applied was £[REDACTED] S43 and the No-Pay Amount for SLA1 amounting to £[REDACTED] S43. Total SLA1 No Pay plus Service Credits = £[REDACTED] S43

Capita confirmed sign off of December performance, recognising mitigated performance may change as a result of the backtracking exercise.

- 3.2 Capita were reminded that the expectation is for Service Credit Notes to be settled in a reasonable time. [REDACTED] **S38**

4. DWP Operations Update & OED Update

- 4.1. On 17th December 2018 another UT judgement was implemented to a BAU position, whereby DLA would be reinstated if a procedural error identified
- 4.2. MH & RJ UT Judgment: the YTD figure of cases cleared now stands at 215,013 (since 26/06/18), against a forecast of 208,128. Total awards now stands at 1,759 broken down as 1,076 under MH and 677 under RJ, and just 6 combined MH/RJ
- 4.3. AR1 Trigger – With affect from the 8th January the AR1 will be triggered 6 months prior to the award end date rather than 12. This will affect all award reviews where the AR1 is due to be issued between 9th January and the end of April
- 4.4. Decision Assist does not currently provide AP with any decision outcome made during Appeal or MR. When a cases has been appealed and returned to the AP for rework or advice DWP will include a form of words to explain appeal outcome. [REDACTED] **S38**
- 4.5. [REDACTED] **S40(2)** explained the background to two T&L, the first is linked to appointment booking and offering the claimant a second opportunity to arrange an appointment. The second is linked

to FTA which will see APs sending letters to 400 claimants, responses will be returned to DWP to better understand FTA reasons. Capita are keen to align this work with the project they are undertaking linked to FTA. [REDACTED] S38

5. Capita Performance Update – Stakeholder Engagement

- 5.1. [REDACTED] S40(2) shared an overview of ongoing activity. Upcoming events include Wales Stakeholder Forum, East Midlands Stakeholder Forum (DWP have invites), [REDACTED] S40(2) added there is scope to include clinical champions if the need required. Other initiatives are planned with [REDACTED] S38/S43.
- 5.2. Hot Topics remain unchanged and include HC v AC appointments, travel to clinic, FE & video recording. [REDACTED] S40(2) agreed to review the PIP Booklet shared with claimants to understand if this includes information regarding 90 minutes' travel, the question was asked if DWP were contributing towards the generation of complaints linked to travel to clinic. [REDACTED] S38
- 5.3. [REDACTED] S40(2) discussed feedback received from the [REDACTED] S38/S43. This included anecdotal feedback around claimant satisfaction surveys and deaf claimants accessibility to contribute. Capita confirm deaf claimants are included, this is a random selection and [REDACTED] S43 are informed about any reasonable adjustments required. Intercoms were also discussed – reception teams are not made aware of hearing impaired claimants and more could be done to pull this information from CRM. A pilot is being rolled out to teach reception teams basic sign language skills so they can interact better with claimants.

6. PAT Recommendations

- 6.1. [REDACTED] S40(2) explained the PAT action plan is currently progressing.
- 6.2. [REDACTED] S40(2) asked if Capita would have any objections or reservations in contributing to joint-provider workshops regarding derivations of MI to ensure that both Providers implement common and consistent ways of counting data. [REDACTED] S40(2) said that Capita open to this in principle but would consult [REDACTED] S40(2) once formally approached.

7. AOB

- 7.1. CRM go-live is Monday 4th Feb, training has been rolled out and floor walkers will be available to provide additional support.
- 7.2. An issue regarding user roles for SRTI was discussed. [REDACTED] S40(2) to share examples with Capita. [REDACTED] S38
- 7.3. [REDACTED] S40(2) raised an issue where DWP are signposting claimants to Capita to raise a complaint linked to report content disputes when these should have been signposted to the reconsideration route. Capita confirmed they will continue to monitor and inform DWP should the position change.
- 7.4. A known issue with PIPAT linked to how the DA role is displayed was discussed. Capita provided the correct DA occupation set but PIPAT continues to pre-populate historic information. This is part of a future IT fix. [REDACTED] S38
- 7.5. A question around personalised travel directions was raised, DWP to provide update linked to the requirement for personalised directions.
- 7.6. The Right of Access Request Team have flagged an issue linked to social media which means Capita may see an increase in requests. Capita have recognised this increase and are still able to maintain the 14 day SLA and resource this team sufficiently. DWP will prioritise cases.

Next Meeting: [REDACTED] S38

Contact: [REDACTED] S40(2)

OFFICIAL – SENSITIVE

Email: [REDACTED] **S40(2)** @dwp.gsi.gov.uk