



<b>Title of meeting:</b>	DWP Serious Case Panel
<b>Date:</b>	24 June 2021, 14:30 to 16:00
<b>Location:</b>	Virtual
<b>Attendees:</b>	David Bennett, Non-Executive Director (Chair); Joanna Wallace, Independent Case Examiner; Peter Schofield, Permanent Secretary; Amanda Reynolds, Director General for Service Excellence; Simon McKinnon, Director General for Digital; Frances Nash, Legal Director (obo Susanna McGibbon); Jonathan Mills, Director General for Policy Group; Debbie Alder, Director General for People, Capability and Place; Nick Joicey, Director General for Finance; Katie Farrington, Director General for Disability, Health and Pensions; Margarita Morrison, Area Director (obo John-Paul Marks); Helen Pickles, Director for People, Capability & Place (obo Debbie Alder).
<b>Presenters:</b>	Clare Talbot, Customer Experience Improvement Deputy Director; Victoria Hughes, Customer Experience and Learning Deputy Director; Redacted, Serious Case Panel Team; Redacted, Service Leader; Ruhena Ahmed, Deputy Director Advanced Customer Support.
<b>Secretariat &amp; Observers:</b>	Redacted, Redacted, Redacted, Redacted & Redacted (Secretariat) Redacted, Redacted & Redacted (Observers).
<b>Apologies:</b>	Redacted, Customer Analysis Lead; Susanna McGibbon, Permanent Secretary for Legal; John-Paul Marks, Director General for Work and Health Services; Neil Couling, Director General for Change and Resilience; Debbie Alder, Director General for People, Capability and Place.

## **1. Welcome & Introductions**

1.1 David Bennett opened the meeting and welcomed all members, presenters and observers to the sixth meeting of the DWP Serious Case Panel.

1.2. Amanda Reynolds thanked the teams for their work to support this panel and highlighted the importance of this meeting: to be able to reflect upon how far the department has come since March 2020, yet recognising that there is more to do and to continue to embed learning into future departmental service design.

1.3. Amanda Reynolds and panel members thanked Redacted for her leadership, as Head of the Serious Case Panel Team, as she leaves the department to take up a new post in another government department.

## **2. Secretariat Update**

2.1 Secretariat provided a progress update to the recommendations made from the

previous meetings of the panel and highlighted the progress made with changes introduced since March 2020.

2.2 Members thanked secretariat for the update and noted that progress reporting will continue to be provided to the panel.

2.3 Clare Talbot provided an update on Accessibility to highlight the work so far and that further options for additional support to customers will be explored, to ensure that there is a consistent approach with fair treatment and accessibility for all customers.

2.4 Members noted the update and no questions were raised.

### **3. Themed Discussion**

3.1 David Bennett invited Victoria Hughes to open the themed discussion: operating models for complex issue resolution in serious cases, which related to the previous theme in March 2021: the service provided by the department at the point where a customer tells us something is going wrong.

3.2 Victoria Hughes presented the work undertaken by Customer Experience Directorate to explore this theme together with key enablers and challenges, and highlighted that learning from best practice in relation to the existing operating models for complex issue resolution will also support future design.

3.3 Ruhena Ahmed described dedicated customer support functions across the department to resolve complex cases, the added value of the functions to improve accessibility of our services by working with partners.

3.4 Redacted, Service Leader for West Yorkshire, described the Social Justice model deployed into the local community within her district, with five dedicated teams to provide additional support to customers. Redacted highlighted the purpose, strategic intent and the added value for customers who require additional support, who often require support across multiple organisations and departments.

3.5 Victoria Hughes summarised the work in the past year, to introduce dedicated customer support functions to support those who need additional support and highlighted that further improvements should continue to be prioritised and embedded into future design.

3.6 David Bennett invited members to discuss the theme and the proposed recommendations.

3.7 Members discussed and agreed to the recommendations and next steps.

### **4. AOB & Close**

4.1 David Bennett and members of the Serious Case Panel thanked the presenters and their teams for their work.

**Next meeting:** 30 September 2021, 09:30 to 11:30.