



DWP Serious Case Panel minutes

Title of meeting: DWP Serious Case Panel

Date: 7 June 2022, 09:30 to 11:30

Location: Virtual

Attendees: David Bennett, Non-Executive Director (Chair)
Joanna Wallace, Independent Case Examiner
Peter Schofield, Permanent Secretary
Amanda Reynolds, Director General for Service Excellence
Nick Joicey, Director General for Finance
Katie Farrington, Director General for Disability, Health and Pensions
Elizabeth Fairburn, Director for Customer Experience
Neil Couling, Director General for Change and Resilience
Debbie Alder, Director General for People, Capability and Place
Sheer Khan, Director for Business Strategy
Cheryl Stevens, Director for Shared Channels (Digital)
redacted, Deputy Director Advanced Customer Support
redacted, Serious Case Panel Team Leader
redacted Customer Analysis Team
redacted, Advanced Customer Support
Alison Hilton, Area Director Work and Health Services
redacted, Legal Group obo Mel Nebhrajani
redacted, Customer Experience Improvement Team Accessibility
Manager

Presenters: Redacted, Customer Analysis Team
Redacted, Advanced Customer Support team

Secretariat and observers: Redacted, Serious Case Panel Team
Redacted, Serious Case Panel Team

Apologies: Simon McKinnon, Director General Digital
Karen Gosden, Director General for Work and Health Services

1. Welcome

1.1 David Bennett opened the meeting and welcomed all members and presenters and informed members that, given the short timeframe since the previous Panel, this meeting would focus on progressing actions already agreed reflecting on how the Panel can ensure it is maximising its value in delivering improvements which reduce the risk of serious cases.

1.2 David thanked Karen Gosden for her panel contributions on her retirement from DWP. Karen will be replaced at the Panel by the new Director General for Work and Health Services, Barbara Bradley.

2. Updates on previous actions

2.1 The panel reflected on two previous Panel driven initiatives – paying safely when making large, atypical payments and supporting customers when stopping or suspending payments where no entitlement has been established.

2.2 Amanda Reynolds gave the panel an update on the Department's commitment to deliver Mental Health Awareness training to all Service Delivery colleagues. A risk-based approach was agreed, focussing on full delivery of all elements to colleagues supporting vulnerable customer groups and evaluating how this is received over the next three months.

2.3 Cheryl Stevens updated the panel on increasing the use of Speech Analytics technology to support customers with complex needs. Funding has been secured and commercial procurement activity is on track.

2.4 Cheryl Stevens updated on the discussion from the May Panel around the Department's handling of written customer correspondence, outlining a plan to undertake discovery work to inform potential solutions.

4. Any other business and close

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

Next meeting: 14 September 2022, 09:30 to 11:30.