



<b>Title of meeting:</b>	DWP Serious Case Panel
<b>Date:</b>	30 September 2021, 09.30-11.30
<b>Location:</b>	Virtual
<b>Attendees:</b>	David Bennett, Non-Executive Director (Chair); Joanna Wallace, Independent Case Examiner; Amanda Reynolds, Director General for Service Excellence; Simon McKinnon, Director General for Digital; 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; John-Paul Marks, Director General for Work and Health Services; Neil Couling, Director General for Change and Resilience, Jason Whiston, Legal Deputy Director, Cheryl Stevens, Shared Channels Experience Director.
<b>Presenters:</b>	Victoria Hughes, Customer Experience and Learning Deputy Director; Redacted, Serious Case Panel Team; Redacted, DWP Quality Assurance Team; Ruhena Ahmed, Deputy Director Advanced Customer Support.
<b>Secretariat &amp; Observers:</b>	redacted, redacted (Secretariat)
<b>Apologies:</b>	Peter Schofield, Permanent Secretary

## **1. Welcome & Introductions**

- 1.1 David Bennett opened the meeting and welcomed all members and presenters, to the seventh meeting of the DWP Serious Case Panel.
- 1.2 David Bennett welcomed Bill Parnham as Customer Experience Director to his first Serious Case Panel.

## **2. SCP Review and Next Steps**

- 2.1 Victoria Hughes gave an update from the Serious Case Panel member review and advised that recommendations would be implemented for the December Panel.
- 2.2 Amanda Reynolds thanked the team for their work to support this panel, gave an update on the Voice of the Customer Pilot, and highlighted the importance of the Departments work in this area and the need to ensure we continue to drive meaningful change.

## **3. Serious Case Panel Team Update**

- 3.1 The SCP team and Ruhena Ahmed provided a progress update to the

recommendations made from the previous meetings of the panel.

3.2 Ruhena Ahmed updated on action from June SCP. Advanced Customer Support have done some initial mapping to identify job roles which provide support to customers with advanced support/complex needs. A further action was agreed to collaborate with Work and Health Service Delivery to explore opportunities to strengthen those roles, share best practice, and reduce potential overlap.

#### **4. Themed Discussion**

4.1 David Bennett invited Victoria Hughes to open the themed discussion: A 'Three Step Approach to supporting customers at risk'.

4.2 Victoria Hughes presented the work undertaken by the Customer Experience Directorate to explore this theme and outlined the three step approach. The highlighted area was how we are exploring the use of Speech Analytics to identify opportunities to improve our service for customers with complex needs.

4.3 Ruhena Ahmed detailed risk areas that are being addressed by the business in relation to Mental Health Awareness/6 Point Plan (supporting customers who are identified as potentially at risk of suicide or self-harm).

4.4 redacted from the Quality Assurance Team gave an update on the review to enhance the DWP Quality Assurance Framework, highlighting work being undertaken to give more focus to customer experience within quality assurance, and details of the working group that is exploring this methodology. The aim of this work is to support DWP colleagues in having greater confidence understanding customer needs.

4.5 Victoria Hughes summarised the discussion and concluded the specific asks of the panel; to support continued rollout of mental health training, continue development of experience quality measures, and consider the use of Speech Analytics to deliver improvements our service.

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

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

#### **5. AOB & Close**

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

**Next meeting:** 9th December 2021, 09:30 to 11:30.