



- Title of meeting:** DWP Serious Case Panel
- Date:** 9 December 2021, 9:30am to 11:15pm
- 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;
Frances Nash, Legal Director (for Susanna McGibbon);
Jonathan Mills, Director General for Policy Group;
Nick Joicey, Director General for Finance;
Katie Farrington, Director General for Disability, Health and Pensions;
Simon McKinnon, Director General for Digital;
Sheer Khan, Deputy Director for Business Strategy;
Preeta Ramachandran Director for Work and Health Services (for John-Paul Marks);
Bill Parnham, Director for Customer Experience;
Cheryl Stevens Director for Shared Channels;
Helen Pickles, Director for People, Capability and Place (for Debbie Alder)
- Presenters:** Victoria Hughes, Deputy Director Customer Experience and Learning;
redacted, Serious Case Panel Team;
Ruhena Ahmed, Deputy Director Advanced Customer Support;
redacted, Customer Analysis Team;
redacted, Advanced Customer Support Senior Leader
- Secretariat and observers:**
redacted, redacted (Secretariat);
redacted, Customer Analysis Team
- Apologies:** John-Paul Marks Director General for Work and Health Services;
Susanna McGibbon Director General for Legal;
Neil Couling, Director General for Change and Resilience;
Debbie Alder, Director General for People, Capability and Place

1. Welcome

- 1.1 Amanda Reynolds (OBO David Bennett) opened the meeting and welcomed all members and presenters to the DWP Serious Case Panel.

2. Updates on previous actions

- 2.1 Following agreement at the previous Panel to explore opportunities for using Speech Analytics technology to improve our service for customers with complex needs, Cheryl Stevens presented options for progressing this ambition.
- 2.2 The Panel discussed the benefits, timing, and dependencies of the options.
- 2.3 The Panel agreed to proceed with the recommended option, with Cheryl Stevens taking an action to commence discovery work and prepare to initiate the relevant commercial process.
- 2.4 Ruhena Ahmed updated on another action from the September Panel, confirming that Mental Health Awareness training has been prioritised. This includes training for all customer-facing colleagues in how to respond when a risk of self-harm or suicide is identified. The Panel agreed this was a positive step and requested an update on delivery progress at the next Panel.

3. Themed discussion

- 3.1 Victoria Hughes presented two issues relating to appointees. One is DWP missing opportunities to consider whether an appointee may be appropriate for a particular customer, the second is an emerging issue on the appropriateness of an appointee.
- 3.2 An Advanced Customer Support Senior Leader (redacted) shared some of their first-hand experience with the Panel.
- 3.3 The Panel discussed the issues presented and suggested potential improvement areas to explore.
- 3.4 The Panel agreed to provide resource for a multi-disciplinary team to explore these issues in more detail and implement appropriate improvements.

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: 5 April 2022, 9:30am to 11:30am