



# DWP Serious Case Panel minutes

- Title of meeting:** DWP Serious Case Panel
- Date:** 3 May 2022, 10:00 to 12:00
- 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 (on behalf of 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  
redacted, Deputy Director Business Strategy (on behalf of Sheer Khan)  
Elizabeth Fairburn, Director for Customer Experience  
Neil Couling, Director General for Change and Resilience  
Karen Gosden, Director General for Work and Health Services  
Emily Hobbs, Director for Capability, Learning and Talent (on behalf of Debbie Alder)  
Martin Brown, Director for Retirement Services
- Presenters:** Victoria Hughes, Deputy Director Customer Experience and Learning  
redacted, Serious Case Panel Team  
Matt Briggs, Director for Service Planning and Delivery  
Cheryl Stevens, Director for Shared Channels (Digital)  
Martin Brown, Director for Retirement Services  
redacted, Deputy Director for Retirement Services
- Secretariat and observers:** redacted, redacted (Secretariat)  
redacted, Customer Analysis Team
- Apologies:** Debbie Alder, Director General for People, Capability and Place  
Sheer Khan, Director for Business Strategy

## 1. Welcome

David Bennett opened the meeting and welcomed all members and presenters to the DWP Serious Case Panel. Elizabeth Fairburn was welcomed as the new Director for Customer Experience.

## 2. Updates on previous actions

2.1. Matt Briggs gave an update on plans to deliver Mental Health Awareness training to all Service Delivery colleagues. The Panel discussed the most efficient and timely way to deliver this. Matt Briggs (on behalf of Amanda Reynolds) took an action to return to the

Panel in June 22 with options for risk-based delivery, prioritising colleagues supporting vulnerable customer groups.

2.2 Cheryl Stevens gave an update on using Speech Analytics technology to improve our service for customers with complex needs. She outlined commercial procurement and funding dependencies but confirmed the project is on track.

2.3 redacted gave a summary of the appointee problem statements that were discussed at the December Panel. The Panel discussed how best to support customers requiring an appointee and concluded this should be managed through alternative internal governance to ensure alignment with other ongoing activity.

### **3. Themed discussion**

3.1 Victoria Hughes outlined the areas identified as potentially requiring improvement in relation to the Department's handling of written customer correspondence.

3.2 The Panel discussed the issues presented and suggested potential improvement areas to explore.

3.3 Cheryl Stevens (on behalf of Simon McKinnon) took an action to potential solutions, in line with wider Digital strategic developments, and present to the Panel in June 2022.

### **4. Any other business and close**

David Bennett extended a thank you to Victoria Hughes for her work with the Serious Case Panel. He then thanked the members of the Serious Case Panel, presenters and their teams for their work and closed the panel.

**Next meeting:** 7 June 2022, 09:30 to 11:30.