



Title of meeting:	DWP Serious Case Panel
Date:	22 March 2023
Location:	Virtual
Attendees:	David Bennett, Non-Executive Director (Chair) Joanna Wallace, Independent Case Examiner Peter Schofield, Permanent Secretary Katie Farrington, Director General for Disability, Health, and Pensions Debbie Alder, Director General for People, Capability and Place Amanda Reynolds, Director General for Service Excellence Simon Mckinnon, Director General for Digital, Neil Couling, Director General for Change and Resilience Catherine Vaughan, Director General for Finance Sophie Dean, Director General, Labour Market Policy, and implementation Katherine Green, Director General, Labour Market, Policy, and Implementation Beverley Warmington Work and Health Area Director London and Essex (obo Barbara Bradley) Sheer Khan, Director for Business Strategy Henry Ripley, Director for Legal Robert Currens, Deputy Director Advanced Customer Support Jill Harvey, Advanced Customer Support.
Presenters:	Redacted, Customer Analysis Team; redacted, Internal Process Review Team, redacted, Service Planning and Delivery
Apologies:	Barbara Bradley, Director General for Work & Health Services. Liz Fairburn, Director for Customer Experience

1. Welcome and introductions

1.1 David Bennett opened the meeting and introduced the agenda

2. Emerging Issues

2.1 A summary of issues arising between August 2022 and January 2023 was provided by redacted, from the Customer Analysis Team. The Panel discussed the information shared, noting any trends, and agreed to areas of focus between now and the next Panel.

3. Actions updates

3.1 Following the May 2022 Panel, redacted updated the Panel about the ongoing review of our service in relation to customers requiring an appointee, with a focus on two priority areas:

- a) Reviewing appointees put in place during the pandemic, with home visits now underway to retrospectively review these arrangements

- b) Strengthening processes to identify and prevent financial abuse by appointees.

3.2 Further to the October 2022 Panel, redacted provided an update on the work underway to strengthen processes for managing call-back requests to ensure consistency and visibility of promises made to customers. The Panel were satisfied with proposals to explore potential tactical technology solutions to deliver consistency in performance and alignment of timescales across DWP; noting that as well as reducing risk for the most vulnerable, improvements to the customer experience would benefit all customers.

4. Being a Learning Organisation

4.1 Jill Harvey, Acting Deputy Director for Advanced Customer Support, led a discussion about how DWP can improve how we investigate our most serious cases and how best we can publish information relating to our learning and improvements.

This covered how Internal Process Reviews can continue to effectively inform Serious Case Panel decision-making, and a discussion about using the Annual Report and Accounts more effectively to inform the public of what the Department is doing in response to serious cases.

5. AOB & Close

5.1 No AOB raised. David Bennett and members of the Serious Case Panel thanked the presenters and their teams for their work.

Next meeting: 22 June 2023