



Title of meeting:	DWP Serious Case Panel
Date:	20 June 2023
Location:	Virtual
Attendees:	<p>David Bennett, Non-Executive Director (Chair) Peter Schofield, Permanent Secretary Joanna Wallace, Independent Case Examiner Katie Farrington, Director General for Disability, Health, and Pensions Amanda Reynolds, Director General for Service Excellence 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 Robert Currens, Deputy Director Advanced Customer Support Barbara Bradley, Director General for Work & Health Services Beverley Warmington, Director Work & Health Services Claire Morley Deputy Director for Customer Analysis Prathiba Ramsingh Deputy Director Southeast Work & Health Services Paul Chapman Deputy Director Retirement Services Cheryl Stevens Director Digital Group Jason Whiston Deputy Director Legal Group Lorraine McGuirk Deputy Director People, Capability and Place</p>
Presenters:	Redacted Advanced Customer Support; Redacted Universal Credit Transformation and Delivery
Apologies:	<p>Debbie Alder Director General for People, Capability and Place Sheer Khan Director Strategic Finance Henry Ripley Director Legal Services Elizabeth Fairburn Customer Experience Director Richard Corbridge Director General for Digital Group</p>

1. Welcome and introductions

1.1 David Bennett opened the meeting and introduced the agenda.

2. Action updates

2.1 Emerging risks and insight – The Panel discussed the current approach to sharing information in relation to vulnerable customers.

2.2 Call listening update – Cheryl Stevens updated the Panel on progress with expanding the use of speech analytics to improve our service for vulnerable customers.

2.3 6 Point Plan (6PP) – Updates were given on work to review the 6PP, in conjunction with other government departments, and initiatives to deliver training and an online toolkit to support colleagues using 6PP.

2.4 Payment Exception Service (PES) – Following the December 2022 Panel, updates were provided by Prathiba Ramsingh and Paul Chapman. This included actions to reduce the number of customers using PES and improvements to processes for managing PES accounts.

3. Discussion – Tailoring Service to meet complex needs

3.1 The Panel had a discussion about tailoring support for customers with complex needs This centred around three strands:

- Communication – Clarifying what tailoring means and introducing learning products to support understanding across product lines.
- Improvements - Identifying areas needing more flexibility in processes to support colleagues tailoring services for customers with complex needs.
- Prevention – focus on joining up aspects of our service to help customers at the earliest opportunity.

The Panel agreed this work should continue and to provide updates at future meetings.

4. AOB & Close

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

Next meeting: 20 September 2023