



Title of meeting	DWP (Department for Work and Pensions) Serious Case Panel
Date:	20 September 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; 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; Helen Pickles, Director General for People, Capability and Place Barbara Bradley, Director General for Work & Health Services Sheer Khan, Director for Business Strategy; Henry Ripley, Director for Legal; Liz Fairburn, Director for Customer Experience Robert Currens, Deputy Director Advanced Customer Support; Bunmi Shodeyi; Deputy Director Customer Experience Centre of Expertise. Cheryl Stevens, Director for Shared Channels Experience (OBO Richard Corbridge)
Presenters:	Redacted, Advanced Customer Support Transformation Team, Redacted, Customer Experience Business Partner team, Redacted Customer Experience Directorate, Strategy and Standards.
Apologies:	Richard Corbridge, Director General for Digital

1. Welcome and introductions

1.1 David Bennett opened the meeting and welcomed attendees.

2. Emerging Issues

2.1 Robert Currens and Liz Fairburn provided a brief update on the key interventions and activities involved in supporting DWP's vulnerable customers.

3. Action Updates

3.1 Cheryl Stevens provided an update regarding progress on the proof of concept for a Digital project to improve how DWP handles customer correspondence for potentially vulnerable customers. Panel members agreed that this important work, using technology to reduce manual intervention and pick up keywords which enable potential vulnerability

to be identified earlier, should continue to be developed via close collaboration between Customer Experience Directorate and Digital colleagues.

4. For discussion

4.1. Redacted from the Advanced Customer Support Transformation team, provided an update on a proposed ACS (Advanced Customer Support) Publication Strategy. The update included our ambition to improve how we inform the public of what the DWP is doing in response to our learning from serious cases.

4.2. Redacted from the Customer Experience Directorate, provided early insight into the methodology being used to identify risk points in specific vulnerable customer journeys. The update highlighted that this work can be used to support the design of future services. Panel members discussed the progress made and the most appropriate DWP governance routes for this work.

4.3. A summary of the upcoming Work and Pensions Select Committee inquiry into safeguarding vulnerable claimants was provided by [redacted], from Customer Experience. Written evidence will be submitted by the department by the committee's closing date of 13/10/23 and the Panel will be kept updated regarding the future steps of the inquiry, including when oral evidence sessions are scheduled.

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 updates.

Next meeting: 30 November 2023