



- Title of meeting:** DWP (Department for Work and Pensions) Serious Case Panel
- Date:** 30 January 2024
- 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;
Barbara Bradley, Director General for Work & Health Services
Henry Ripley, Director for Legal;
Liz Fairburn, Director for Customer Experience
Robert Currens, Deputy Director Advanced Customer Support;
Richard Corbridge, Director General for Digital;
Emily Hobbs, Director for People, Capability and Place;
Gail Allsopp, DWP Chief Medical Advisor;
- Presenters:** Cheryl Holgate, Customer Experience Quality Assurance,
Redacted, Customer Experience Quality Assurance,
Redacted, Service Planning & Delivery,
Redacted, Customer Experience Visiting
Redacted, Customer Experience Advanced Customer Support
Redacted, Customer Experience Complex Case Coordination and Briefings
Team
- Apologies:** Helen Pickles, Director General for People, Capability and Place
Sheer Khan, Director for Business Strategy

1. Welcome and introductions

1.1 David Bennett opened the meeting and welcomed attendees, introducing Gail Allsopp to her first panel meeting following her recent appointment as DWP as Chief Medical Advisor.

2. Serious Case Panel Themes

2.1 Amanda Reynolds led a discussion on the themes covered in previous panels and the ongoing work across DWP in response to the issues raised.

3. Emerging Issues

3.1 Liz Fairburn and Cheryl Holgate briefed panel members on the early emerging findings from ongoing work to strengthen our quality assurance approach with the introduction of Customer Support Standards.

4. Action Updates

4.1. Redacted and redacted updated the panel on the continuing work to strengthen the appointee process and to review appointeeships that were put in place during the pandemic. The panel were content with the updates provided and the next steps proposed which include further prioritisation discussions.

5. For Discussion

5.1 Redacted briefed the panel on the theme of overpayments and the impact on our most vulnerable customers. The panel supported proposals to undertake further work to develop potential areas for improvement as well as acknowledging the work already underway across the department to support colleagues and vulnerable customers in relation to overpayments.

6. AOB and Close

David Bennett sought ratification from the panel members in respect of the proposed Terms of Reference following an exercise to review and refresh them. He thanked colleagues for their input to the review and confirmed they would be published on GOV.UK forthwith.

Next meeting: 19 April 2024