



Minutes: DWP Serious Case Panel

- Title of meeting:** DWP (Department for Work and Pensions) Serious Case Panel
- Date:** Tuesday 17 September 2024
- Location:** Virtual
- Attendees:** David Bennett, Non-Executive Director (Chair)
Liz Fairburn, Director for Customer Experience (also obo Amanda Reynolds)
Peter Schofield, Permanent Secretary
Barbara Bennett, Director General for Work & Health Services
Catherine Vaughan, Director General for Finance
Henry Ripley, Legal Director
Joanna Wallace, Independent Case Examiner
Katie Farrington, Director General for Disability, Health and Pensions (also obo Sophie Dean)
Gail Allsopp, Chief Medical Advisor
Debbie Alder, Director General for Corporate Transformation
Robert Currens, Deputy Director Advanced Customer Support
Lorraine McGuirk (obo Julie Blomley)
- Presenters:** Clare Talbot, Deputy Director Customer Accessibility Standards and Assurance
Redacted, DWP Quality Assurance Team
Peter Jamieson, Work and Health Services Group
Redacted, Advanced Customer Support
- Apologies:** Amanda Reynolds, Director General for Service Excellence
Julie Blomley, Director General for People and Capability

Katherine Green, Director General, Labour Market, Policy and Implementation

Sophie Dean, Director General, Labour Market Policy and Implementation

Neil Couling, Director General for Change and Resilience

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 Liz Fairburn provided an update on emerging issues including Winter Fuel Payments changes and the Prisoner Early Release Scheme. Liz Fairburn outlined proposals for a review of Customer Experience governance routes.

2.2 Clare Talbot provided a verbal update on the Equality and Human Rights Commission investigation.

3. Customer Support Standards

3.1 Redacted shared an update on the current application of the Customer Support Standards as part of Quality Assurance checks. Panel members recognised the work that is underway and requested further regular updates as appropriate.

4. Labour Market Conditionality and Vulnerability

4.1 Peter Jamieson and redacted provided an update on conditionality and the sanctions process, current volumes, and support for vulnerable customers. This included the Advanced Customer Support Senior Leaders' assistance for customers potentially impacted by sanctions. The panel members acknowledged the ongoing work and endorsed further exploration of opportunities to identify customer vulnerabilities, identify improvements within the decision-making process and protect the enablers that support customers with complex needs.

5. Improvement Activity

5.1 Robert Currens provided a verbal update on managing improvement activities related to Customer Experience governance. Panel members agreed to act as Director General sponsors for actions arising from panel meetings for their respective areas.

6. AOB and Close

6.1 David Bennett shared his recent experience shadowing an Advanced Customer Support Senior Leader (ACSSL), noting that he found it both informative and useful. David Bennett and members of the Serious Case Panel thanked the presenters and their teams for their updates.

Next meeting: Wednesday 11 December 2024