



Annex B - Customer Experience

Responsibilities

- Holding up a lens to the experiences of our customers by capturing, analysing and feeding back evidence, data and insight from internal and external sources on the end-to-end customer experience across DWP products and services in a useable and informative way across a range of products, including real time information
- Chair the Operational Stakeholder Engagement Forum – manage the relationship with our 48 most influential external stakeholders, giving them a fast track for escalation of issues
- Developing a new Customer Charter for DWP; clearly setting out for our customers the standards of service we expect to provide, including how we behave when we do not get things right
- Leading a transformative programme on the way the DWP handles and learns from customer dissatisfaction, working with Her Majesty's Courts and Tribunals Service (HMCTS) on their transformation including preparing for the introduction of a Scottish Courts and Tribunal Service
- Disputes Resolution Service (DRS) provides the service that allows our customers to challenge a benefit decision (Mandatory Reconsideration) or submit an appeal against a benefit decision. We are a large and diverse team of nearly 2,800 colleagues based in England, Scotland and Wales. Our work covers all DWP benefit product lines, including Personal Independence Payments (PIP), Universal Credit (UC), Disability Living Allowance (DLA), Child DLA, Working Age and Retirement Services.
- Delivering customer facing communications and colleague facing operational instructions, ensuring they are fully accessible and drive the right outcomes for our customers, taking a holistic customer journey approach
- Delivering an effective complaints resolution service for customer complaints in DWP and identifying learning to feed into service improvements
- To deliver a wrap-around service that supports our most vulnerable customers through Advanced Customer Support Senior Leaders supported by both an Operational and Policy Team. Learning from these cases to deliver improved services through all product lines in DWP
- Ensuring lessons are learnt from the most serious cases through Internal Process Reviews, and using this evidence along with others such as frontline feedback and Independent Case Examiner reports to identify systemic issues for resolution at the Serious Case Panel. Ensuring structures are in place to progress recommendations and feed into service improvements