



Department
for Work &
Pensions

Advanced Customer Support Senior Leader

Advanced Customer Support Team

June 2023

**Advanced
Customer
Support**



The Advanced Customer Support Senior Leader Responsibilities



Working across all DWP product lines to compliment business as usual processes to support customers

Reach across local communities to build relationships with organisations that provide support for our customers

Being part of the multi agency approach to supporting vulnerable customers, including participation in Safeguarding Adult Reviews

Be an integral part of local senior leadership teams and part of the national community advocating for our most vulnerable customers

Play a key role in improving services by listening and learning and putting steps in place to prevent reoccurrence



Working across DWP



Building Relationships



Department for Work & Pensions

Representing DWP



Being a visible and engaging leader

Operational Learning and Improvement

Advanced Customer





Department
for Work &
Pensions

External Referrals Into DWP

Advanced Customer Support Team

April 2023

**Advanced
Customer
Support**



Background

- **Discovery work conducted by DWP with stakeholders**
- **Highlighted lack of escalation routes for external organisations**

What we are proposing to offer

- **New service offer to our Operational Stakeholder Engagement Forum (OSEF) organisations**
- **A single digital routeway**



Pilot of inbox as routeway for external referrals

- Citizens with complex needs/vulnerabilities for DWP benefit issues only
- State Pension age

OSEF Organisations part of pilot

- Support in testing this proof of concept
- 2 sprints:

Local Authorities
Age UK

Sprint 1

w/c 24th April 2023

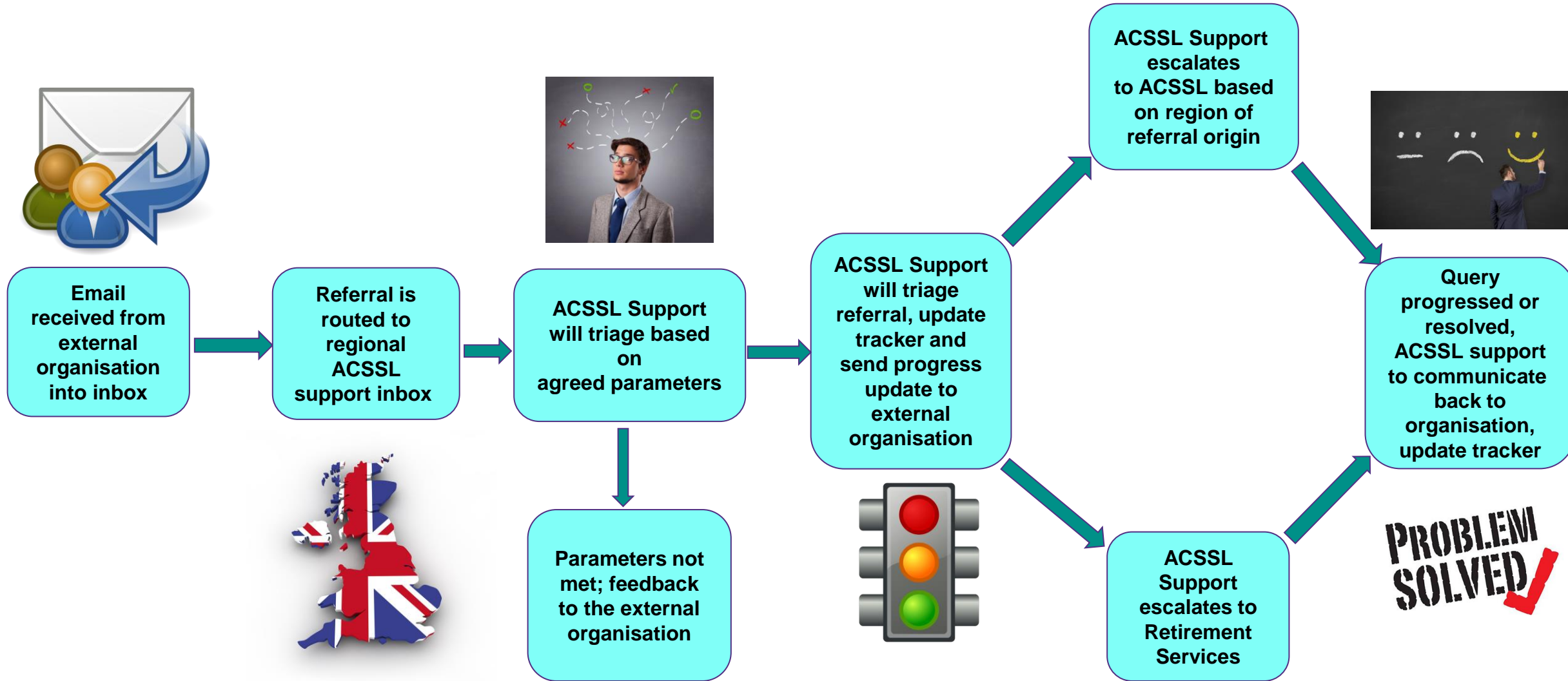
Parkinson's UK
Stroke Association
Independent Age

Sprint 2

w/c 22nd May 2023



High Level Process Map



Referral Form

- Walkthrough of referral form



Microsoft Excel
Binary Worksheet

Appropriate/Inappropriate Referrals

- Citizens with complex needs/vulnerabilities for DWP benefit issues only
- State Pension age
- Routine queries e.g. change of circumstances



Case Studies – Appropriate Referrals

Case Study 1

A referral from Social Services was received in December 2021 regarding a citizen with high levels of welfare concern, having no money for food. The citizen reached pension age in April 2021, at which point both their ESA and PIP payments stopped meaning they had not received any benefit payments since April 2021.

Case Study 2

A referral regarding a citizen in residential care, who had been put there under safeguarding due to domestic violence from his current appointee/spouse. He had no information or access to any funds with no money to buy anything for himself. As the citizen had an appointee, they could not complete security with DWP to get into their account re payments.

Case Study 3

A referral from the Local Authority advised that there were concerns with a citizen who was being abused by their brother and that cuckooing was involved. The citizen had ADHD & Autism and no bank account, with all payments going to their brother's account. Unfortunately, the brother was keeping the payments for himself.

Case Study 4

A referral from a homeless charity regarding a citizen aged 66 years old who is homeless and temporarily housed in a women's refuge. The citizen has no other means of income; no money to support herself and has been dependent on support from charities to survive and food banks to be able to eat. The referral was to help expedite the State Pension application.





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