

Report Title: Demand Details
Run Date and Time: 12-05-2020 11:23:58 British Summer Time
Run by: [REDACTED]
Table name: dmn_demand

Demand

Name:	COVID 19 - Moving to a once and done complaints/correspondence function	Number:	DMND0020951
Category:	Strategic	Start date:	
Type:	Project	Due date:	
Portfolio:	SDT Disability & Disputes	State:	Approved
Business Unit:	SDT	Stage:	demand
Service:		Type of Change:	Legislative
Program:		Implementation Approach:	Big Bang
Assignment group:	SDT Change Delivery - Cross Cutting Digital	Impacted Directorates:	Central England, London & The Home Counties, North East England, North West England, Northern Ireland - DfC, Scotland, Southern England, Wales
Demand manager:	[REDACTED]	Impacted Business Units:	Child Maintenance Group, Counter Fraud, Compliance and Debt, Digital, Disability Services and Decision Making, Dispute Resolution Directorate, Legacy Benefits, Retirement Services, Universal Credit One Service
Defect:		SRO:	Fiona Jones
Project:		Submitted by:	
Enhancement:		Idea:	
Change:			
Service Standard Assessment Required:	Not Known		

Description:

Assessment Data

Strategies:

Goals:

Business case:

Before COVID-19, the Customer Experience Directorate were reviewing the existing, end to end complaints function and had started some engagement work to look at designing a new process. Other reviews were also taking place - SoS instigated a ministerial review into complaints and the National Audit Office (NAO) were also undertaking their own review of complaints. The work done as part of our initial review, feeds into both of these areas. However, the biggest impact at the moment, is that making the proposed changes will help to ensure front line resources can be freed up to support the COVID19 response. It will also ensure DWP is able to provide a service for vulnerable and priority customers.

A copy of the submission that has recently been sent to ministers for clearance is attached to the demand to provide a more detailed view. Essentially though, the proposal is to change the DWP complaints process from a two tiered system, to a once and done approach. It is also proposed that the existing 'gateway' team, handles all incoming correspondence that would have otherwise been handled by Tier one complaints teams.

A review of the existing DWP complaints function had already commenced and any recommendations were going to be in line with the proposal here. However, there is now need to act at speed to ensure vulnerable and priority customers are still provided with an avenue to raise a service issue/complaint. The existing gateway function also needs to be enhanced to handle the increased volume of contacts. Existing tier one teams are being deployed into operational roles, leaving limited or no resource handling complaints. The suggestion is that the current tier two complaints and gateway team, moves to a once and done complaints handling approach to ensure a consistent service can be provided throughout COVID-19 and beyond.

The move from a 2 Tier complaints process to a once and done approach will also require work to funnel/channel any complaints work that could be received into several current e-mail inboxes into one single new e-mail inbox.

No CPMO funding is required.

The move to a once and done complaints process has been presented to the Implementation, Planning & Delivery Executive (IPDE), chaired by Neil Couling. The intention is to make initial changes in response to the COVID-19 emergency, and then look to undertake wider impacting/screening of the longer term approach either via this change, or as a new requirement following the end of the COVID-19 restrictions.

Ministerial agreement is required, and there may be a dependency on press handling and a requirement for specific external communications as part of the COVID-19 response.

There will be a requirement to update e-case but this may not involve the need for Digital resource.

There will also be a requirement to update gov.uk to reflect the move from a 2 Tier system to a once and done approach, and there may also be a requirement for external communications to be issued as part of the COVID-19 response.

T-Shirt size:	S - Small	Value:	
Risk:		5	
Capital outlay:	£0.00	Financial benefit:	£0.00
Operational expense:	£0.00	Financial return:	£0.00
Total planned cost:	£0.00	ROI %:	

5

Notes

Watch list:

Work notes list:

Work notes:

Related List Title: Benefit Plan List

Table name: benefit_plan

Query Condition: Project/Demand in (DREQ0005406, DMND0020951, DCSN0004411, DCSN0004407, DREQ0005409, DREQ0005407, DCSN0004408, DREQ0005408, DREQ0005410)
Sort Order: in descending order

None

Related List Title: Requirement List
Table name: dmn_requirement
Query Condition: Parent = DMND0020951
Sort Order: Number in descending order

5 Requirements

▼ Number	Short description	Description	State	Due date
DREQ0005410	Legal	EA completed	Approved	08-05-2020 15:11:59
DREQ0005409	Legal	GDPR impact no	Approved	08-05-2020 15:11:33
DREQ0005408	People Consulted	IPDE	Approved	08-05-2020 15:10:57
DREQ0005407	Delivery Products	L&D Design L&D Delivery External Communications Instructions	Approved	08-05-2020 15:10:06
DREQ0005406	Contacts	Author Name - [REDACTED] Design Lead Name - [REDACTED] Delivery Lead Name: [REDACTED]	Approved	08-05-2020 15:08:16

Related List Title: Decision List
Table name: dmn_decision
Query Condition: Parent = DMND0020951
Sort Order: Number in ascending order

3 Decisions

▲ Number	Short description	Description	State	Due date
DCSN0004407	Go live start date		Pending	13-05-2020 15:12:49
DCSN0004408	Go live end date		Pending	13-05-2020 15:13:20
DCSN0004411	Change approved offline	<p>Approval via correspondence because this is a Ministerial instruction to support COVID-19.</p> <p>Approval to proceed has already been agreed at the Implementation, Planning & Delivery Executive (IPDE), chaired by Neil Couling.</p> <p>The author has advised that screening is not required to meet the initial COVID-19 response, but it may be undertaken at a later date either via this submission, or via a new demand) to provide assurance to the longer term approach to complaints/correspondence.</p> <p>•Delivery Lead to inform CPMO of any delay in go live or change in scope of the changes being introduced</p> <p>•Delivery Lead to return to CPMO with closure information 3 months after successful implementation.</p>	Approved	29-04-2020 12:17:59

Related List Title: Cost Plan Breakdown List

Table name: cost_plan_breakdown

Query Condition: Task = DMND0020951 AND Breakdown type = Task

Sort Order: in ascending order

None

Fiscal period	Expense type	Functional cost
		Sum

Related List Title: Metric Result List

Table name: asmt_metric_result

Query Condition: Source = 2bda17e11bc01058c2d876af1d4bcb16 AND String value !=
Sort Order: in ascending order

None

Related List Title: Assessment Instance List
Table name: asmt_assessment_instance
Query Condition: Trigger ID = 2bda17e11bc01058c2d876af1d4bcb16
Sort Order: in ascending order

None