

Covid-19 Rapid Response DPF
Date: 24th March 2020

1.1
Chair

1.2
1.3 present

Item 1: Lighthouse

ID: 49

Outline: To take the venerable/complex needs signposting project and use for Covid-19 crisis to communicate national and local support to citizens. The benefits will be to reduce core volume. Initially there's grounds for an agent facing service with more development needed on the citizen facing side.

Some of this has already been built. We would be able to resource through Dojo but there would be support required from DWP individuals to move to production. It's not a transactional service and focussing on the agent facing service minimises the resource requirement.

Decision: DPF does not approve this forward at this time as isn't a top priority - there is no developed understanding on whether this will reduce foot-fall or call volumes and other work should be considered first. It will therefore be put on the backlog. There needs to be more understanding of the benefits and whether it will impact foot-fall or call volumes.

Item 2: Q&A routing pages

ID: 58

Outline: Looking at existing Covid-19 webpage on Gov.uk to route citizens to the right benefit for them as the current information is insufficient and may be driving up call volumes. The proposal is to deploy a Q&A for sign-posting to the relevant DWP pages to counter that trend. The delivery and pages likely to be done by GDS - needs to go to DPF for the design front-end from a DWP perspective.

Decision: DPF supports the recommendation to move forward on the basis a content designer is sourced from Children, Retirement and Counter Fraud and to put the team in touch with corporate comms.

1.4

Item 4: Get A Regular Payment Service

ID: 72

Outline: Digital have been asked to develop a configurable service to support the applications and payments in anticipation of new benefits, emergency payments and uprating arising as a result of Covid-19.

The SMI platform is the candidate service in scope to develop from.

Decision: DPF have advised that a clearer problem statement is required but understood that we need to develop a suite of capabilities in preparation for policy announcements. It is therefore approved to progress.

A unit will be created to advance this on the understanding that the scope encompasses all activity around new benefits, emergency payments and uprating to avoid duplication.

1.5

to clarify accountability for the activity and bring back to DPF including linking up with the SMI delivery team.