



Advanced Customer Support

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Background

Improving how we support our most vulnerable customers is priority for DWP. Our approach includes:

- Getting it right first time
- Listening, Learning and Improving
- Identifying and providing targeted help to those with serious immediate needs
- Embedding a multi-agency approach to ensure that customers get the support they need



The Advanced Customer Support Senior Leader role is integral to this approach.

Scotland Advanced Customer Support Senior
Leaders



NORTHERN	Carol Sadler
NORTH EAST	Elaine Gallacher
WEST	Andrew Weir
SOUTH WEST	Gillian Quigley
CENTRAL	Ray Robertson
EAST	Clare Murray

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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 Advanced Customer Support including participation in Adult Support and Protection Reviews

Be an integral part of local senior leadership teams and part of the National Advanced Customer Support 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



Operational Learning and Improvement



Working across DWP



Building Relationships



Department for Work & Pensions

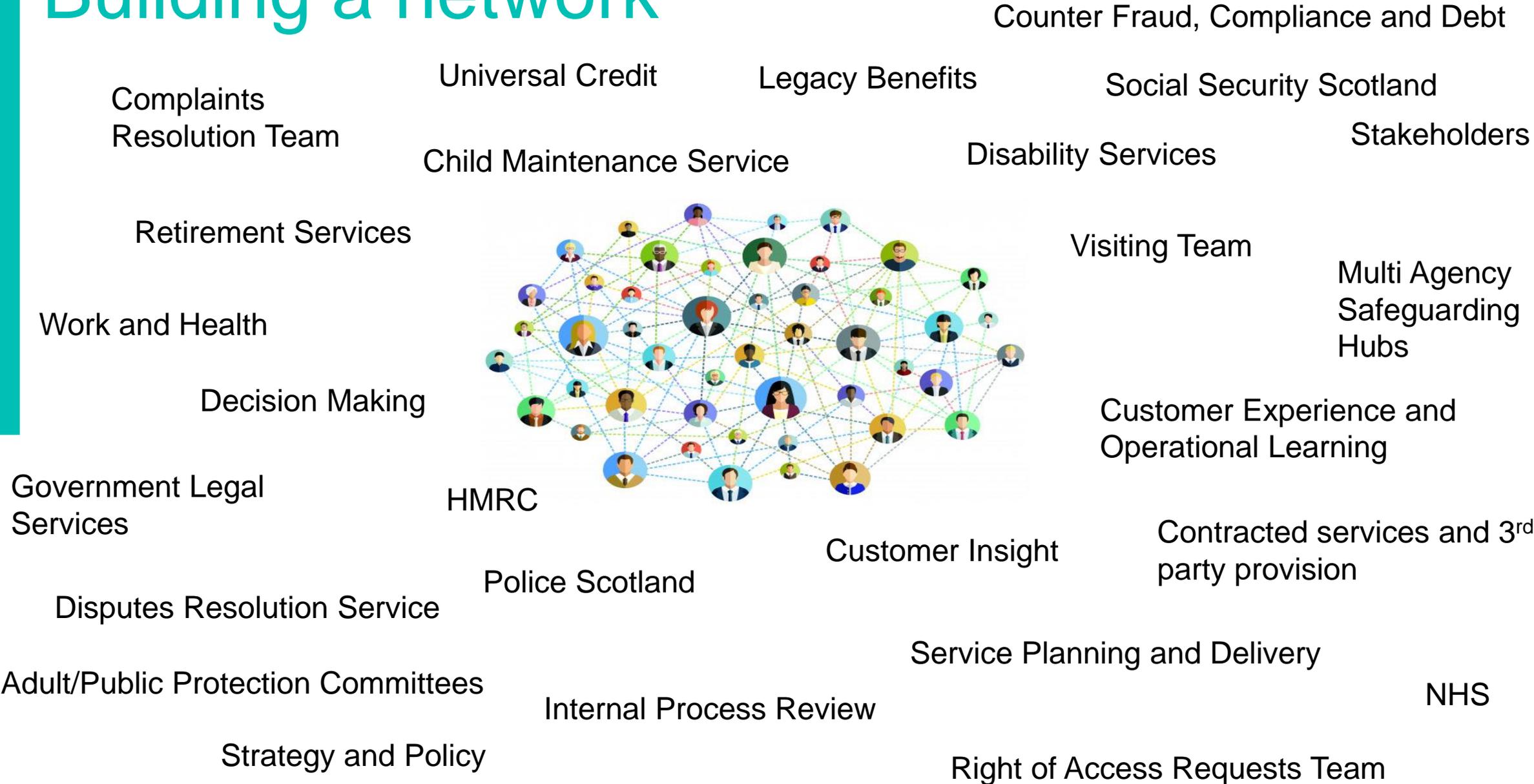
Representing DWP



Being a visible and engaging leader



Building a network



DWP Partnership Manager

Where there is not any immediate risk to a customer, but you need to escalate something with DWP, the local Partnership Manager should be your first port of call and they will attempt to resolve or provide you with a contact for another part of DWP – whilst still retaining overall ownership of the escalation.

If Partnership Manager has difficulty in finding resolution, then they might escalate the case to the Advanced Customer Support Senior Leader.

You can also contact the local Jobcentre and ask to speak to the Customer Service Manager to seek support.

It is important to attempt our BAU escalations in the first instance, to keep our Adult Protection escalation routes free for customers at immediate risk of harm.

Scenarios of Support

Contacted by Police Scotland about a young girl who was taking advantage of and financially abusing an elderly neighbour. Her benefits were being paid into his bank account, and she was using this as a reason to withdraw large sums of money.

I was able to immediately suspend all benefit payments and take action to seek new bank details for the girl, engaging the help of her support worker.

A Support Worker contacted me regarding concern for a customer receiving ESA who was awaiting surgery for a brain injury. They were unable to obtain a current fit note and were concerned the ESA was about to be stopped.

I was able to ensure alternative medical evidence used and ESA payments continued.

Advice Worker supporting someone on PIP was concerned that they would be expected to complete a Work Capability Assessment over the phone when they were unable to communicate over the phone due to their mental health.

Working with colleagues in PIP I was able to obtain enough clerical medical evidence for a decision to be made without the need to conduct the telephone assessment.

A social worker contacted me looking for support in applying to become a Corporate Appointee urgently. The customer had been found to be eating from public bins and had significant mental health issues.

I arranged for the forms to be sent to me, and had the action taken same day across all benefits.

Questions

