



Department
for Work &
Pensions

THE RT HON. SIR STEPHEN TIMMS MP

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Debbie Abrahams MP

House of Commons
London
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Dear Debbie,

Earlier this year, I was pleased to be able to share with you news of the work underway to increase the openness and transparency of how the Department's Advanced Customer Support (ACS) teams provide better support and outcomes for the most vulnerable customers.

Building on the approach introduced with the launch of the ACS Publication in April, the Department has now, for the first time, proactively published information from the Internal Process Reviews (IPRs) carried out by ACS. This publication, which has received strong support from both myself and the Department's Serious Case Panel, was made available on Gov.uk on 17 July. It can be viewed here

<https://www.gov.uk/government/publications/advanced-customer-support-learning-and-improving-from-serious-cases>

This information shows what the Department has identified through the completion of IPRs, the improvement activity that was agreed, and the outcome or progress made relating to that activity. This first publication focusses on IPRs completed in the 2022/23 operational year.

As IPRs were not originally written for an external audience and may contain sensitive and personal information that must be protected, the IPR publication has been carefully summarised. It presents the findings and outcomes in simpler language whilst maintaining the integrity of the original recommendations.

This represents the most detailed release of information on these serious cases that the Department has ever made. It goes significantly further than previous disclosures made under Freedom of Information requests, which have, quite rightly, been heavily redacted to safeguard personal data.

This is the first in a planned schedule of IPR-related publications. We plan to publish information on historical IPRs covering the 2020/21 and 2021/22 operational years by the end of November 2025, with information on the IPRs completed in 2023/24 being published by the end of March 2026.

I hope you will agree that this publication marks a positive step in demonstrating how the Department learns from serious cases. It also reflects the shift in approach I described when giving evidence to the Select Committee's Safeguarding Vulnerable Claimants Inquiry, aimed at rebuilding public trust.

Yours sincerely,

A handwritten signature in black ink, reading "Stephen Timms". The signature is written in a cursive style, with a horizontal line above the name "Timms".

Rt Hon. Sir Stephen Timms MP
Minister for Social Security and Disability