

**DWP Communications:
Corporate Customer Affairs**

**DWP Welsh Annual
Forum 2010 – report**

Marriott Hotel
Cardiff

21 January 2010

Executive summary

The DWP Welsh Annual Forum for organisations that work with DWP customers took place at the Marriott Hotel, Cardiff on Thursday 21 January 2010.

The event attracted an attendance of 105 representatives of organisations who work with, advise and represent our customers, mainly from the adviser world, disability lobby, and other intermediary organisations.

The format of the day included:

- a plenary session that included short presentations from senior representatives of Jobcentre Plus, PDCS, and DWP Change Programme, followed by a question and answer session
- workshops on a variety of topical subjects
- exhibition stands

Delegates were asked for their evaluation and 7 out of 10 people said the event met their objectives. Delegates also thought the event was well organised, informative and provided the opportunity to network.

Suggestions for improvement include more time in each of the workshops and to consider holding the event over two days in future.

Roger Pugh
DWP Communications

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1 Plenary Sessions

Please contact linda.francis@dwp.gsi.gov.uk if you would like the full speeches of Linda Badman, Kim Archer and Bob Mount.

1.1 Roger Pugh, DWP Communications

Roger welcomed delegates to the 5th Welsh Annual Forum. He was pleased to note that attendance had doubled from the previous year and was particularly pleased to welcome a large number of new delegates.

Roger explained the importance of evaluation and feedback from the events. One particular issue that was raised at previous Welsh Forums was the issue of the cost of using mobile phones to contact DWP. Roger was pleased to announce that the Department has reached agreement with O2, Orange, Tesco Mobile, T-Mobile, Virgin Mobile and Vodafone to end charges to their customers for mobile calls to around seventy of its 0800 numbers. These numbers are used by people making initial claims for benefit and pensions and to request emergency payments such as crisis loans. Calls to claim benefits and state pension use 0800 numbers which are already free to customers using BT landlines and mobiles.

1.2 Linda Badman, Jobcentre Plus Director for Wales

Linda talked about what the last 12 months has been like for Jobcentre Plus, giving some operational context and provided information on new products and services.

The last 12 months has seen huge increases in unemployment and large scale redundancies, including people who have never been unemployed before. The Jobcentre Plus response has needed to adapt to the volumes and the new type of customers.

For the last couple of years, unemployment had stayed steady at about 38,000 in Wales. However, in a lot of places in Wales, that figure has now doubled. Another big issue for Jobcentre Plus is servicing vacancies for employers. This time last year there was around a 40% drop in vacancies. Formal unemployment figures, announced on 20th January show a drop in unemployment by 1,300 and an increase in the numbers of vacancies being notified.

Linda said that programmes have been introduced to help people become prepared to find a job in today's market, for example, Flexible New Deal, Young Persons Guarantee and Future Jobs Fund. So far, the bidders have been local authorities and voluntary sector groups. The numbers of young people starting in a whole range of jobs is now over the 550 mark and over the life of the programme we are looking at 3,400 jobs across Wales.

Other initiatives include:

- Contracts with Recruitment and Employment Council Federation – they are providing specialist help for professional and executive customers in terms of job search and placement activity.
- Introduction of a recruitment subsidy in April 2009. Wales has so far delivered about 12% of the recruitment subsidies across the UK.
- Working with the Welsh Assembly Government to tap into their expertise to provide advice and guidance and financial support for people interested in starting up their own businesses.

Linda explained how the service has been delivered; by gathering information via the contact centre network and focusing face to face work on the customers who do not find self service as easy to deal with. This business model has enabled the organisation to keep focusing on getting people back into work.

Linda concluded by looking ahead for the next 12 months. 2010 will bring closer working with contracted and non-contracted partners, as no one organisation has the key to success. Another big issue is making the most of the labour market opportunities so there will be close working with employers. There will be a huge efficiency agenda in the next 12 months – we must ensure that what we deliver we do in the most cost-effective way. Jobcentre Plus' success in the coming 12 months will be measured by how many people it helps back into work.

1.3 Kim Archer, Head of Partnerships and Relationships Development, Pension Disability and Carers Service

Kim spoke about The Pension, Disability and Carers Service (PDCS), which was formed in April 2008 and is a merger between what was The Pension Service and the Disability and Carers Service. The joining up of the two agencies offers real opportunities to provide a much better joined up holistic service. Kim explained the vision for the new organisation is '*working together to make lives better*'.

She illustrated the size by saying that PDCS spends around £90 billion in benefits, and there are ten million disabled people and seven million disabled children, around half of whom are entitled to disability benefits. Every day around 3,000 State Pension claims are processed and around 17 million telephone calls are received.

The recession has impacted on claims, which have risen significantly for DLA and. People are looking at benefit entitlements much more proactively than before.

By March 2011, there will be 40% less staff than in 2005. This has been undertaken with a focus on maintaining and improving customer service. PDCS has achieved 14 of its 19 targets and the majority of customers are receiving their money when they expect it. New and innovative ways of measuring are now being looked at to develop customer focused targets, for example, by better understanding what customers want and what is important to them.

PDCS are conducting customer satisfaction surveys more regularly so that the outcomes can be quickly fed back into the business. There is much more analysis undertaken on the causes of complaints so if there is a systemic problem identified, the information can be driven back into the business much more effectively than before. As customer satisfaction is very subjective, there is the mystery shopping programme which also helps to drive up the quality of service.

The new partnership and external relations strategy is looking to help Local Service work much more closely with customer representative organisations, and put resource into developing the partnership element, rather than just driving up referrals.

In Wales in particular:

- In Cwmbran a scanning pilot is underway which will allow us to process a lot faster and to return valuable documents quickly
- Wales Disability Benefit Centre has been expanded
- PDCS is working closely with the Welsh Assembly and local authorities to pilot ways of improving take up in Wales

Kim concluded by outlining some future initiatives:

- State Pension on-line
- regional Pension Credit campaigns
- Pension Reform which starts April 2010
- trialling a new child claim form on the South of England
- work on gathering medical evidence and improving the quality and speed of decision-making

1.4 Question & answer

Will the scanning include DLA claims?

We have to test the proposition in the pilots, but we hope to scan the DLA claims as well if it is successful.

What happened to Jobcentre Plus being a one-stop shop for all benefits?

It is not feasible to train people in frontline offices across the whole range of benefits so that is why the customer delivery model is by telephone to people who can provide the information.

To claim benefits now is virtually all by telephone. What about people who do not have telephones and young people who cannot afford telephones?

We provide warm phones in our offices which link directly to a processor. We also now have freephone numbers.

How are vulnerable people flagged up, for example those who cannot read or write and do not respond to letters?

Although information gathering is done at first through the telephone this is followed by face-to-face interview. Basic skills issues should be picked up there. Anyone who has difficulties with the process can be booked into a face to face interview. People generally respond to letters, and if they are unemployed will be seen every fortnight, so this is more of an issue for people we do not yet have contact with. If people are falling through the cracks we need to know.

If someone becomes entitled to Attendance Allowance and subsequently extra Pension Credit, why is it necessary for PDCS to send a letter showing what they are already receiving? This is misleading.

When the change is input onto the system an up-to-date entitlement notice is issued to advise the customer that the Attendance Allowance award does not affect their current award. A form PC10 is also sent with this letter for the customer to complete to check if there is an entitlement to an additional Severe Disability Premium.

We are seeing an increase in the backlog of appeals to the Tribunal Service which has to evidence an increase in the dissatisfaction with decisions.

Linda said that Jobcentre Plus is talking nationally with the Tribunal Service about what we can do collectively to speed up the process.

Kim said that PDCS has made a huge effort in the last few years to improve decision making on DLA. It has introduced an accreditation programme for decision-makers – PIDMA. Work with decision-makers to reconsider any appeals has resulted in a reduction of cases that go to appeal. On 2nd February, a new accreditation system was launched which goes across Jobcentre Plus and PDCS.

How many PIDMA-qualified decision-makers do we now have covering Wales?

We have around 200 across PDCS, and roll-out started in Blackpool, who deal with all the renewals. We will be starting on the Disability Benefit Centres and local offices in turn as we move forward. We think that around having one in PIDMA-qualified decision-maker in every four would enable those decision-makers to deal with the more complex cases, and to coach and mentor less experienced staff.

Can you give us any more information about your plans to work with employers?

There are two flagship programmes. The Local Employment Partnerships – working with employers to encourage a diverse workforce and the Backing Young Britain campaign – focusing employers on giving young people a chance.

Do you have any comments on what could improve Pathways to Work?

There is a focus on what Jobcentre Plus and the organisations that deliver on their behalf can do to improve the outcomes of people going through Pathways. More research has also been commissioned.

There is a lot of potential that is not used in terms of working together with the NHS, particularly over mental health.

Mental health is a particular issue. We have appointed mental health co-ordinators in each of our districts and their role is to identify all the support services that are available in any

given area to make sure that our adviser's access training and support that helps them deal better with mental health customers.

Is it possible for medicals to be recorded on tape?

There was not time to address this question on the day, but the position on recording medicals has subsequently been confirmed. The Department does not require that medical assessments for the purpose of advising on entitlement to state sickness or disability benefits be recorded on audio or videotape. Customers could request this themselves, but it could only be agreed with the prior consent of the examining practitioner, and then only if stringent safeguards are in place to ensure that the recording is complete, accurate, and that the facility is available for simultaneous copies to be made available to all parties present. The recording must be made by a professional operator, on equipment of a high standard, properly calibrated by a qualified engineer immediately prior to the recording being made. The equipment must have facility for reproduction so that a copy of the tape can be retained by all parties. The responsibility for meeting the cost of the above requirement would rest with the customer.

If there are examples of unacceptable interviews, or serious discrepancies between what is recorded and what the customer has said at an examination, then DWP should be told.

There is a need wean off benefits people who have been unemployed for a long time and who then find work – for example, Council Tax Benefit to continue for the first six months.

There is a current scheme of 'extended payments' when customers move off benefit and into work. It is subject to meeting specific qualification criteria, and paid for four weeks, for both Housing Benefit and Council Tax Benefit. In the Housing Benefit consultation that ended on 22nd February, we proposed further incentives to support people into work. We have received a large number of responses from stakeholders including, tenants, landlords, local authorities, housing associations and customer advocates. It is very encouraging that many responses were in support of our proposals for transition into work payments and fixed-period awards.

The Government is giving careful consideration to all of the responses; and will set out its next steps for these proposals in due course.

Flexible New Deal should come in after three or four months, not twelve.

Most claims for Jobseekers Allowance are relatively short. Even at the height of the recession, over 50% of new claims lasted less than three months and 70% of claimants left Jobseekers Allowance within six months.

Intensive back to work support is available from the start of a new Jobseekers Allowance claim to those who need more support. This includes additional Jobcentre Plus support and access to the Six Month Offer and the Young Persons Guarantee.

Building on existing support, we have introduced substantial new measures to help people find work through the recession. This is now providing people with extra support prior to redundancy, when they are newly unemployed, and at the six month point of a claim.

In the last 12 months, there have been around four million claims for Jobseekers Allowance and, of these, around 40 percent get to four months (about 1.85 million claims). Delivering Flexible New Deal to this number of individuals could potentially cost between £2.5bn and £3bn and would mean the Department was less able to support those who need much more substantial support to help them return to work.

1.5 Bob Mount, DWP Change Programme – DWP Self Service Programme Manager

Bob shared some of the Department's ambitions for improving customer service and efficiency. Improving customer service is at the heart of the Department's overall ambition. The Change Programme was a response to research in 2007 looking at customer experiences. There is now a planned programme which both improves customer service and at the same time delivers significant efficiencies which will allow the Department to focus resources on the most vulnerable customers. There are five main areas of work.

Self Service

We are improving access for customers by introducing more on-line services. We have already delivered a Benefits Adviser Service - customers can get an estimate of the benefits they may be entitled to, how much they might get and find out if they will be better off in work. Customers can now claim contributory based Jobseeker's Allowance on-line and, over the next few years, many more of our services will be available on-line.

Joined-up services

In terms of joined up services, we have already delivered an Information Capture Tool that has meant that seven million customers have been able to provide us with their details once only, and we have been able to apply them across all the records and benefits we hold. This may previously have taken four or five calls. We have improved the way that bereavement notifications are handled in PDCS so that the number of contacts by the next of kin is reduced. In October, we are launching the working age to pension age initiative which means that people currently on working age benefits will have a smoother transition to pension age benefits.

Making contact more effective

We are looking at ways to reduce the amount of avoidable contact that adds no value to the Department or the customer. We have already delivered a successful test using SMS text messages to acknowledge receipt of information, remind customers of interviews or alerting customers to job vacancies. We are now developing a full roll-out within the Department. We are also looking at improvements to our letters. Over the course of the next twelve months we will be looking at a number of the letters we send out and making them simpler and easier to understand.

Customer contacts

We are joining up telephony across DWP to deal more effectively with customer queries across a range of benefits, without having to redirect them several times. We have already introduced a consistent automatic customer greeting to all callers and quality management in all our Jobcentre Plus contact centres which means we have real time dynamic feedback on the performance of our operators. Another project is the Telephone Identify Verification which enables people to call and automatically get through. People will be able to get an answer without going into a queue or without having to explain to an operator what they want.

LEAN

The Department has chosen the LEAN model which is used in many places for improving business processes at the front end, using the knowledge that is in the heads of staff and customers. LEAN has already driven out some significant process improvements.

Bob concluded by highlighting the DWP Change Programme Roadmap which shows although there is still some way to go, DWP is well on its way to improving services for customers.

Question and answer

What is going to happen with people with mental health issues, learning disabilities or people who are blind that have difficulty communicating with people and dealing with automated systems?

The more we can improve and automate the services to the majority of customers, the more time there is to devote to those who have more complex circumstances and are most vulnerable. Self service is also making best use of the expertise with intermediaries, extending some of these on-line services so that they can use them sitting alongside their customers.

We have been campaigning for a long time that when we need to call back, there is reluctance by DWP staff to identify themselves. You never get the same adviser so have to repeat the issue again. There is no reference to query ownership or identification in the way you are going forward.

There is no direct reference to it but we are trying to put most of our effort into resolving issues and queries at the first point of contact. There is also a service that will provide staff with a single customer view which means they will have access to information from multiple legacy screens. The aim is to resolve 80% of the calls at first point of contact so we are hoping to remove the issue you raise altogether. We are also working on the exception to those processes so that any hand off is much more efficient than it has been in the past.

Have you looked at whether some of the contacts could be done by email?

We have a requirement in Self Service to use outgoing emails to customers. We have looked at the use of email for enquiries and resolution notification but have not proceeded with this because of the security restrictions around outbound email. It is something we would like to do but have not yet found the solution.

Would you consider providing information in Easy Read?

Currently DWP look at Easy Read provision on a team-by-team basis. We are currently assessing this and are hoping to create a more strategic approach in the future.

Is there an easier way of dealing with the consent issue?

As we build up the on-line services, they are extendable to agencies and intermediaries. There is no reason why making a claim could not be done alongside the customer. With that comes a responsibility that we have to put on our partners and intermediaries. We would expect that the rigorous security systems that we are required by the Information Commissioner to have in DWP to protect personal data, will be replicated within the organisations that have access. This gives us the reassurance that the advisers and volunteers who use the systems are who they say they are, and that the information is being accessed correctly – but it means that the systems may not be available to every intermediary organisation.

I take exception to your inference that organisations that rely on volunteers are less trustworthy and less able to put suitable procedures in place.

The work of volunteers is fully recognised and appreciated by DWP and we do not value them less, or believe they are less trustworthy, than permanent staff. The issue here is more about ensuring that required security checks and procedures are in place before we could share electronically personal details of some of our most vulnerable customers. In this context we are referring, for example, to CRB checks, audit trails and robust password administration, and would need to assurance about these by the relevant organisation – irrespective of whether their staff are full or part time.

2 Workshops

2.1 Employment & Support Allowance – One Year On

This workshop was presented by the head of DWP Employment & Support Allowance Policy, Cath Hamp, and looked at how ESA's first year went, and what the future holds.

Discussions were positive and covered current issues, as well as touching on IB migration. Main issues raised include:

- understanding and use of the DS1500 by Jobcentre Plus and DCS staff
- the Work Capability Assessment
- backlogs of appeals and delays and how these are affecting customers
- standards of decision-making.

Delegates were asked for ideas on how DWP and customer representative groups can work together to help support customers through the IB migration issues.

Delegates stressed the importance of good communications to both staff and customer representative groups and the need to involve them early in the process. They also stressed the need for good local liaison within Jobcentre Plus.

A number of individual customer issues were taken away for escalation to the head of ATOS Healthcare.

2.2 DWP Change Programme – DWP is Changing

This workshop provided an introduction to the DWP Change Programme, a DWP Self Service demonstration and information on the DWP Bereavement Service Tool.

DWP embarked on a major programme of change in 2007 to transform the way we deliver our services. Transforming DWP means putting the customer first and at the heart of everything we do. The changes we are delivering are in response to what our customers tell us is important to them. They are:

- being treated well
- getting the right result
- getting a response on time
- easy access to services

These four areas are embedded in the DWP Customer Charter which outlines our service standards.

Self Service

Customers and potential customers can access benefit entitlement advice.

- For some benefits, customers will be able to calculate the amount they could be entitled to, with appropriate sign-posting for what to do next on-line.
- Customers wanting to claim either JSA (Contributions based) or their Basic State Pension will be able to do so on-line.
- Many customers will be able to track the progress of their claim and check their payments on-line.
- Customers will be able to use an additional, modern, effective channel to interact with the Department.

Staff will be able to spend more time on queries from more vulnerable customers or complex queries.

Bereavement Service

Over the last year, we have implemented a process that enables pension age customers reporting a death to PDCS to do so in one contact (Tell Us Once). However, it was clear from the work done that this addresses only part of the problem. Families reporting a death of customers of working age, and those in need of wider bereavement services, are still potentially subject to a very difficult customer experience.

The **DWP Bereavement Service** will build on the Tell Us Once approach and will allow bereaved families to not only report the death of a customer once to DWP, but will also address any other welfare needs including access to other DWP bereavement products, such as Funeral Payments and bereavement benefits without having to repeat information or be re-directed out of DWP only to come back in again at a later stage.

2.3 Future Jobs Fund

The Future Jobs Fund (FJF) is a challenge fund that aims to create additional jobs, primarily aimed at 18-24 year olds who have been out of work for nearly a year. The workshop gave an overview of the Fund, of progress on allocating grants in Wales, and where we need to do more.

The workshop discussed the potential for organisations to bid to the FJF to potentially create additional jobs that will be of clear benefit to local communities. These jobs must last for at least 6 months, be paid at least national minimum wage and last for at least 25 hours a week. The Fund is aiming to create 170,000 additional jobs, 120,000 for young people and 50,000 for those who are living in unemployment hotspots.

The FJF is a part of the young person's guarantee which will offer work experience, training or a job to young people who have been claiming Jobseeker's Allowance for 6 months. The guarantee will help to ensure a generation of young people are protected from the downturn and do not suffer any long term effects from unemployment. Organisations can bid for up to £6,500 per job from the DWP, which can be used for the salary and training of young people.

The presentation discussed the fund and delivery so far within Wales which has seen additional jobs created across the country. There is still room for new bids to the fund; in particular organisations bidding to create jobs in North Wales are welcomed.

Questions from delegates mainly asked around how difficulties with delivery of jobs are being overcome. Whilst the fund has suffered from teething issues, considerable work between bidders and Jobcentre Plus has seen more and more employees starting in FJF jobs across Wales.

2.4 Housing Benefit Reform

The Government has launched its consultation on the reform of Housing Benefit (HB) to better promote work incentives, fairness and value for money. This workshop enabled delegates to find out more and gave the opportunity to provide early views and comments.

Discussion took place around the key themes of the reform:

- transition into work payment extended to three months
- fixed payments for those in work for six months
- a fair and affordable system
- size criteria
- decent housing in mixed communities
- Direct Payments
- energy efficiency and carbon footprint

Delegates provided their views on the proposals and what they would see as the main features of the scheme.

Question and Answer

Is the review about Council Tax Benefit (CTB) as well?

No, but the outcomes from the consultation may impact on CTB.

Will the £40 (better off in-work credit) impact on HB?

The interaction of in-work credit with other benefits is currently being considered.

How will HB affect people going into work for the first time?

Our proposals aim at supporting people into work and removing some of the barriers to work.

How will it affect people in Sheltered Housing?

In the social rented sector, Scheme Managers are generally aware of the in-work benefits that can be claimed, and will give advice. The DWP is currently running a *working benefits* awareness campaign that can be accessed at

<http://www.dwp.gov.uk/adviser/updates/working-benefits/>

2.5 State Pensions Reform

From 6 April 2010, the State Pension age for women will increase gradually to 65 to bring it in line with the State Pension age for men. At the same time, major changes will be brought in to make the State Pension more generous and widely available. This workshop provided an overview of State Pensions Reform and explained the high level plans for communication and the key groups we aim to reach.

There was specific interest in the impact on women and those with disabilities – for example those in receipt of AA and DLA. The effect of equalisation for women and extension for men and women on entitlement ages for pensioner and working age benefits was explained. Delegates were also given details of the ongoing mail shot to women affected by equalisation.

There was interest in the eligibility criteria for the new weekly credits and where to look for more information. An overview was given of how the new credits will work and more information can be accessed at www.direct.gov.uk/pensions as it becomes available.

Delegates were advised that the interactive State Pension profiler would be launching soon on the Build a Better Future website and that until then a basic version of the model is available to help people understand what effect the changes may have on their State Pension entitlement.

High level questions were asked about the new scheme of personal accounts and the process of automatic enrolment. Having covered how information from the Planning and Saving for Later Life campaign will be delivered in stages there was an appreciation that the detail of the scheme would follow particularly during 2011/2012 of the campaign.

2.6 Working with Representatives

This workshop considered how the Department can work better with advisers and representatives, including information provision.

Key issues arising included:

- there was very mixed feedback about current local liaison meetings, some of which work very well, but in other parts of Wales are non-existent – *contact details were shared*
- there is an issue for many delegates about data provision and sharing, particularly between Local Authorities and DWP – *we are working to clarify the correct procedures for PDCS staff*
- Implicit consent continues to cause problems; a particular issue is DWP staff asking 'security questions' when these are only appropriate for customers not customer representatives – *the work we are doing with PDCS also covers this, and we are working with colleagues looking at telephone identity verification scripts to ensure that representatives are not asked security questions*
- some concerns were raised about the quality of decisions made by Atos and the professionalism of some of their doctors – *this has been fed back to policy colleagues*
- there are problems with consent forms being lost, and duplicate forms having to be completed causing unnecessary delays – *the difficulties we have had with consent forms since moving to a contact centre-based system are a key reason why we introduced implicit consent principles; representatives should not need written authorities*
- DWP staff do not take responsibility for answering queries – *the member of staff who takes the query is not necessarily able to answer it, but should ensure that it is passed on to a colleague who can*
- There are no 'warm phones' in South East Wales – *Jobcentre Plus, South East Wales has confirmed that all Jobcentre sites within South East Wales do have warm phones, the number in each depending on the size of each site. There is also a warm phone in a partner premise in One Stop Shop in Monmouth and in the outreach offices and Integrated Children's Centre in Cardiff.*
- Contact centres are often difficult to deal with due to rigid 'scripts' followed by inexperienced staff; Benefit Delivery Centres appear to have more experienced staff.

Suggestions for improvements from delegates include:

- delegates encouraged DWP staff to feedback to them any examples of problems with customer representative organisations
- invite adviser organisation staff to DWP team meetings to share knowledge and experience
- DWP should consider debt awareness training for DWP staff, particularly frontline and telephony staff
- Empathy/disability awareness training for Jobcentre Plus staff

2.7 DWP Complaints Handling Model and DWP Customer Charter

This workshop gathered ideas on how the Department can improve its complaints handling process and promoted the DWP Customer Charter.

Key issues arising included:

I did some early work to develop the content for the Charter and one of the main issues that came up at those early workshops was the feeling that DWP does not trust customers, yet the four key drivers do not refer at all to that feedback.

The 'Right Treatment' option does cover this. When we start to think about the behaviours required to provide 'right treatment', this covers 'trust' We will however feed this back to the people who develop the content for the Charter. We need to achieve balance – most customers can be trusted, others we know to be potentially fraudulent.

Is there a leaflet within the Jobcentres that shows what a customer needs to do to make a complaint?

Yes, the form 'Our Service Standards' provides a section at the back of the form for you to make a complaint.

My customers often have difficulty getting a sign reader to help them in the Jobcentre.

All Jobcentres should have the ability to arrange a sign reader to attend interviews. You should ensure that you ask for this service. It may mean that your interview has to be re-arranged as not every office has a nominated sign reader, but one can be arranged.

I have made a complaint and it has never been replied to; why doesn't each Jobcentre have a nominated complaints person to deal with all complaints?

It is the responsibility of the person dealing with your claim to respond in the first instance. It will then be dealt with through line management ultimately to the office manager. You may want to address your correspondence to the Office Manager in future, to ensure you receive a response.

Did we not have service standards before the Charter?

Yes, but this is the first time that we have made it so explicit. We are also ensuring now that all Customer information is used to improve what we do; so Customer Complaints and Customer feedback through our surveys has been used to develop the four key drivers that have fed into the charter.

3 Summary of evaluation

| Aspect | Outcome |
|---|---|
| Overall | |
| To what degree it met your objectives | 83% said the event met their objectives |
| Overall satisfaction rating of the event | 85% rated the event as 7/10 or higher |
| Satisfaction with the content of the forum | |
| The agenda | 85% rated the agenda at 7/10 or higher |
| The morning plenary session | 77% rated the session at 7/10 or higher |
| DWP Change Programme session | 47.5% rated the session at 7/10 or higher |
| Additional aspects | |
| Useful information about DWP | 92% rated the event at 7/10 or higher |
| Networking opportunities | 81% rated the event at 7/10 or higher |
| Value of exhibition stands | 80% rated the event at 7/10 or higher |
| Comments | |
| <p><i>Strengths of the event</i></p> <ul style="list-style-type: none"> • networking with other people • a good source of information • workshops and exhibitions • well organised <p><i>Suggestions for improvement and ideas for future agenda items</i></p> <ul style="list-style-type: none"> • hold the event over two days <i>[note: feedback is that the majority of delegates are unable to commit to attend this event over two days due to resource and time constraints]</i> • provide a list of delegates beforehand <i>[note: we can provide a list of known delegates in advance of future events with the caveat that the list of those attending changes right up to the day of the event]</i> • suggestions made for future events included ESA updates and the impact of the Future of Care on disability benefits <i>[we will consider for next year's Forum]</i> | |

4 Delegates

| <i>Name</i> | <i>Organisation</i> |
|--------------------|--|
| Gary Bartlett | Welsh Assembly Government |
| Philip Batchelor | Home Instead Senior Care |
| Robbie Bell | Gofal Cymru |
| Donna Broughton | Rhondda Cynon Taff County Borough Council |
| Annie Cadman | Newport Citizens Advice Bureau |
| Tania Carter | Registrar for Births, Marriages, Deaths & Civil Partnerships |
| Nel Coles | City & County of Swansea Council |
| Helen Daniels | Bolder |
| Joanne Danielsen | Shelter Cymru |
| Celia Davies | Bro Ddyfi Advice Centre |
| Janet Davies | Merthyr Tydfil County Borough Council |
| Lesley Davies | St David's Foundation Hospice Care |
| William Davies | Cardiff County Council |
| Frances Dennis | Motability |
| Jim Dunne | ASBAH |
| Stephen Dwyer | Gwalia Care & Support |
| Helen Edwards | Powys County Council |
| Rosemary Elias | Social Care, Health & Housing |
| Alison Evans | Pembrokeshire County Council |
| Julie Ann Evans | Cynon Valley Citizens Advice Bureau |
| Lesley Evans | St David's Foundation Hospice Care |
| Maria Evans | Mencap Cymru Pathway Supported Employment |
| Mark Evans | Groundwork |
| Rebecca Evans | National Autistic Society |
| Philip Fiander | Wales Council for Voluntary Action |
| Karen Foley | Voluntary Action, Merthyr Tydfil |
| Laura Fox | Welsh Assembly Government |
| John Francis | BLESMA |
| Gareth Franklin | Age Concern Cymru |
| Cerys Gage | Welsh Assembly Government |
| Kathryn George | Swansea Carers Centre |
| Kathryn Giddings | Registrar for Births, Marriages, Deaths & Civil Partnerships |
| Gavin Glead | Trothwy Cyf |
| Tony Goodchild | Neath Citizens Advice Bureau |
| Paula Hall | Bridgend Carers Centre |
| Clare Hall-Davies | Gofal Cymru |
| Helene Hayes | Citizens Advice Cymru |
| Des Hebson | Vale of Glamorgan Citizens Advice Bureau |
| Elizabeth Hennessy | Companies House |
| Lisa Hewet | St David's Foundation Hospice Care |

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| Bisera Hodzovic | Cardiff Children's Services |
| Isobel Hunt | Community Service Volunteers |
| Anne Humphreys | Wrexham Over Fifties Forum |
| Sharon James | Age Concern Swansea |
| Sian Jenkins | Newport City Homes |
| Stephen Job | Gwalia Housing Group |
| Samantha Johnson | Shelter Cymru |
| Barry Jones | Wrexham Over Fifties Forum |
| Corrina Jones | Shelter Cymru |
| Keryl Jones | Valleys to Coast Housing |
| Stuart Jones | Shaw Trust |
| Rick Jones Abbas | Denbighshire County Council |
| Lisa Kenniford | Cardiff Children's Services |
| Damian Keogh | Wrexham County Borough Council |
| Annette King | Age UK |
| Amanda Lewis | Neath Port Talbot County Borough Council |
| Donna Lewis | Bolder |
| Helen Lewis | Pembrokeshire County Council |
| Meryl Lewis | Powys County Council |
| Beverley Lloyd | Cardiff County Council |
| Barbara Locke | Community Service Volunteers |
| Brad Loder | Gwalia Care & Support |
| Martyn Lyddon | Institute of Welfare |
| Natasha McCarthy | Rhondda Housing Association |
| Nick McNeill | Welsh Assembly Government |
| Wendy Marshall | Voluntary Action, Merthyr Tydfil |
| Kathy Mather | Mind Carmarthen |
| Gareth Matthews | Rhyl City Strategy & Serco |
| Lynda Meakin | Rhondda Cynon Taff County Borough Council |
| Esra Mohamed | Welsh Refugee Council |
| Gareth Morgan | Welfare Rights Advisers Cymru |
| Lesley Morris | Cardiff County Council |
| Sumim Nahar | Newport City Homes |
| Steve Nelson | Bron Afon Community Housing |
| Jane Nyhan | Chwarae Teg |
| Paul O'Neill | Gofal Cymru |
| Claire O'Shea | The Stroke Association |
| Darran Pike | Rhondda Cynon Taff County Borough Council |
| Clare Radford | Age Concern |
| Uma Ray | Merthyr Tydfil County Borough Council |
| Anthony Rees | The Wallich |
| Leanne Roberts | Blaenau Gwent Council |
| Tony Rogers | Motability |
| Stewart Salkeld | Trothwy Cyf |
| Tarek Samad | Welsh Refugee Council |
| Patricia Smail | Social Security Advisory Committee |

| | |
|-------------------|---|
| Geoff Smith | Age Concern Swansea |
| Tina Smith | Neath Port Talbot County Borough Council |
| Lynne Southway | Cynon-Taf Community Housing Group |
| Tony Staples | Blaenau Gwent Council |
| Sian Summers | Displaced People In Action |
| Lesley Thomas | Pembrokeshire County Council |
| Shan Thomas | Powys County Council |
| Tracey Thomas | The Stroke Association |
| Mike Vigar | Cymorth Cymru |
| Sharon Washington | Gofal Cymru |
| Kelly Watkins | Swansea Carers Centre |
| Suki Wescott | Blaenau Gwent Council |
| Debra White | Neath Port Talbot County Borough Council |
| Kim Whittingham | Age Concern Gwent |
| Linda Wilks | Gofal Cymru |
| Marie Williams | Carmarthenshire County Council |
| Grainne Wilson | Welsh Assembly Government |
| Anna Worgan | Cardiff & Vale Coalition of Disabled People |
| Tracey Young | Gofal Cymru |

Officials

| | |
|--------------------|--|
| Kim Archer | Pension, Disability & Carers Service |
| Linda Badman | Jobcentre Plus |
| Alison Bains | Self Service Project |
| Sian Bendle | The Pension Service |
| Martin Betts | DWP Employment Group |
| Nigel Carleton | DWP Change Engagement Team |
| Phil Cottam | Pension, Disability & Carers Service |
| Claire Cyprien | DWP Customer Insight |
| Patrick Dalzell | DWP Pension Reform Delivery Programme |
| Janet Davison | HM Revenue & Customs |
| Gina Doherty | DWP Communications |
| Claire Fox | DWP Corporate Customer Affairs |
| Linda Francis | DWP Corporate Customer Affairs |
| Jill Gillatt | DWP Corporate Customer Affairs |
| Jack Goodwin | DWP Employment Group |
| Fran Gosby | The Pension Service |
| Marie Graven | Self Service Project |
| Cath Hamp | DWP Benefit Strategy Directorate |
| Margaret Hannan | DWP Pension Reform Delivery Programme |
| Roxanne Hawkins | DWP Corporate Customer Affairs |
| Barry Johnson | DWP Communications & Engagement |
| Amy Johnston | DWP Employment Group |
| Margaret Jones | Jobcentre Plus |
| Wendy Jones | Pension, Disability & Carers Service |
| Ian King | DWP Change Engagement Team |
| Janet Lambe | DWP Corporate Customer Affairs |
| Elen Langman | Child Maintenance & Enforcement Commission |
| Phil Miller | Jobcentre Plus |
| Bob Mount | DWP Self Service Programme Manager |
| David Oakley | Child Maintenance & Enforcement Commission |
| Iwan Owen | HM Revenue & Customs |
| Ian Price | The Pension Service |
| Roger Pugh | DWP Corporate Customer Affairs |
| Bridget Rogers | DWP Change Engagement Team |
| Sue Salisbury | The Pension Service |
| Kirsty Scholefield | Jobcentre Plus |
| Eddie Smith | DWP Customer Standards |
| Bethan Thomas | DWP Information & Devolution Policy |
| Gillian Treseder | DWP Information & Devolution Policy |
| Ian Welch | HM Revenue & Customs |
| Marion White | The Pension Service |
| Jennifer Witchell | DWP Welfare & Wellbeing Group |
| Paula Young | DWP Corporate Customer Affairs |