

Chapter 18 - Telephone Calls

Introduction – Telephone Calls

1. As a Manager, you are responsible for ensuring:

- incoming telephone calls are answered within 30 seconds and with the standard greeting;
- incoming telephone calls to the work coach team are generally dealt with by the Service Delivery Support team to ensure that work coaches are not interrupted during interviews;
- the work coach team are familiar with the jobcentre telephony kit and how to divert calls from work coaches to the Service Delivery Support;
- any handovers from the Jobcentre Enquiry Line and any subsequent escalation activities are dealt with in a timely and appropriate manner;
- claimants who telephone the jobcentre are signposted to appropriate help in a professional and efficient manner; and
- telephony service issues are raised promptly with Contact Centre and Benefit/Service Centre colleagues or with contractors.

Jobcentre Plus Customer Service Standards

2. The Jobcentre Plus Customer Service Standards (link is external) leaflet contains the levels of service a claimant can expect to receive over the telephone. It states that we will:

- provide a quality service;
- establish and publish response times;
- provide the facility for incoming calls for a minimum of 36 hours per week;
- answer the phone with a standard greeting and give our name; and
- provide contact details, including full direct dial number on all local correspondence.

3. Managing claimant telephone calls effectively is a core customer service responsibility, just as important as managing face to face claimant contacts.

Ensuring work coaches do not take incoming calls while interviewing

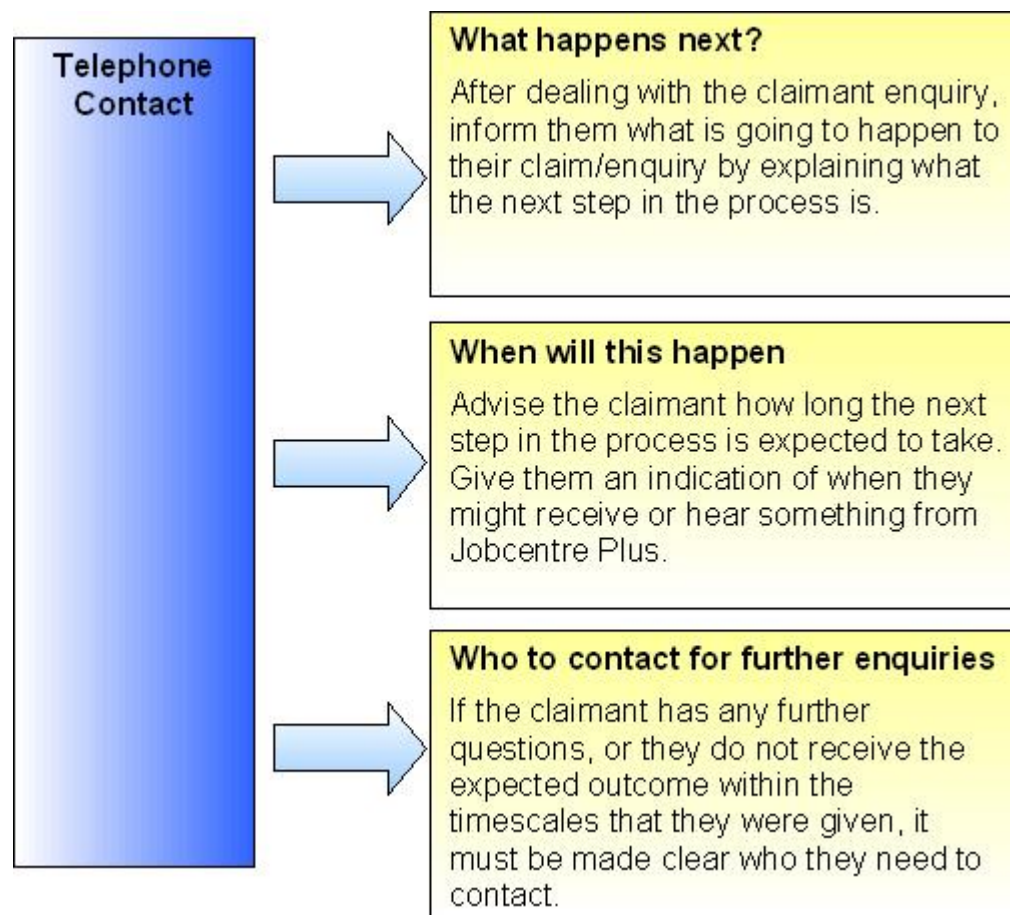
4. Each work coach team must have at least one Service Delivery Support team member and they must be the first point of contact for incoming telephone calls to the work coach team. The Service Delivery Support job role description includes answering all telephone calls to the team to avoid interruptions to work coaches during interviews.

5. The Department for Work & Pensions Select Committee, Public Accounts Committee and National Audit Office have each flagged the importance of administrative support to work coaches for this purpose and we must put it in place.

6. The Service Delivery Coach should use the customer experience QAS to check that the Service Delivery Support Team members are answering the telephone in line with Customer Service Standards.

Dealing with telephone enquiries

7. At each step within the Jobcentre Plus process, staff who deal with a claimant on the telephone **must** advise the claimant about the following three things at the end of each call:



Jobcentre Enquiry Line (JEL) Services

JEL Services - Overview

8. Since March 2014 JEL agents based in 15 selected Contact Centres have been responsible for answering telephone enquiries for all jobcentres via a virtual telephony network.

9. There is also just one single national jobcentre number for claimants to use, which is 0345 604 3719. Claimants wishing to conduct their business in Welsh should be directed to call the Welsh Language Line on 0345 604 4248.

10. There is a text phone number for claimants who need to use this service which is 0345 608 8551.

11. In addition to calling the JEL agents claimants can still use direct dial telephone numbers for their nominated work coach in relation to work related activity.

12. JEL agents will endeavour to answer enquires they receive using the 'once and done' process flows that have been produced for them.

13. Any enquiry that they cannot deal with will be handed off to the relevant jobcentre using the Handover & Outbound Telephony Tool (HOTT).

14. Managers will need to ensure that they identify staff to deal with the handovers and any subsequent escalation activity.

15. Jobcentre Customer Service Managers will also need to factor in local requirements such as staff working patterns in order to meet the Escalation Process .

Telephony operating hours

16. Calls to the JEL agents will be answered during normal Contact Centre opening hours which are 8am to 6pm. Calls which are made directly to jobcentres will continue to be answered during the hours of 9am to 5pm.

Office Organisation

17. Unified Call Distribution (UCD) and Hunt Groups may be used but these should be regularly reviewed to best support your office telephony.

Unified Call Distribution (UCD)

18. UCD groups share calls round groups of telephones evenly and users can log into and out of groups when they need to do so. If you need new/further UCD numbers, you will need to raise a request with TechNow.

Hunt Groups

19. Hunt groups can be set up in TechNow. They share incoming calls around a group of telephones in a pre-set order which means that the first phone in the group will be the busiest receiving all of the calls unless it is engaged. The phone will then 'camp on' to the second phone in the group and so on. Members of a hunt group cannot simply log in and out of the group, another TechNow request will need to be raised to change membership.

Actions to be taken by Jobcentre Customer Service Managers

20. Jobcentre Customer Service Managers should remind their staff of the:

- of keeping their data correct on the DWP staff directory and the Global Address List (GAL);
 - within their area for notifying data changes to the Staff Direct Page Author and the ITSM (IT Service Manager) for changes to the GAL; and
 - of being aware of, and following, the Bogus Calls Guidance.
21. It is your responsibility as Site Manager to ensure good telephony management in your jobcentre, including that:
- teams are set up in the DWP Staff Directory to meet business need and are in the correct format;
 - Hunt Groups/UCD are in place and used correctly, as appropriate; and
 - staff are aware of and adhere to the protocol for diverting calls when they are temporarily unable to take calls e.g. when interviewing claimants.
22. There are a number of 'Must Do's' for Site Managers as well:

	Must Do's for All Jobcentre Customer Service Managers	Why
1	Ensure that your telephony is organised	The Jobcentre Plus standard is that all

	<p>and resourced so that phones are answered at all times.</p>	<p>incoming telephone calls are answered within 30 seconds and with the standard greeting</p> <p>Some jobcentres have limited/restricted the number of telephone extensions available to receive calls. There may be operational reasons for doing this. However, managers need to consider the potential impact on customer service if the number of extensions made available is consistently out of proportion to the volume of calls received by the jobcentre.</p> <p>For example some jobcentres have one extension or UCD number for a whole team of staff, for example Service Delivery Support Team. Failure of available staff to log into the UCD greatly limits the ability to answer calls correctly.</p>
2	<p>Ensure that ringer volumes of all phones are set to a sufficient level that other members of staff can hear them if nobody is at the desk.</p>	<p>There have been instances of staff turning down the volume of the ringer on their phone. As good practice, Service Jobcentre Customer Service Managers should include a periodic spot check, making direct dial calls to phones in your office to check that they are answered and that the details in the DWP Staff Directory are correct.</p>
3	<p>Monitor the use of Unified Call Distribution (UCD), Hunt Groups and Diverts in your jobcentre</p>	<p>It appears that some staff are failing to log into UCDs and Hunt Groups. This means that although there may be sufficient staff to answer the volume of calls, claimants cannot get through because staff have not logged into the Hunt Group or UCD.</p>
4	<p>Set up and regularly review Hunt Groups/UCD</p>	<p>Setting up Hunt/UCD groups spreads calls across teams and provides good</p>

		customer service. Review your Hunt Group distribution regularly to make sure they are correct and up to date otherwise calls may not reach the right person.
5	Undertake periodic checks on the DWP Staff Directory and the GAL for your jobcentre to ensure that entries are up to date, complete and in the correct format	<p>Helps maintains accuracy of DWP Staff Directory and does not ‘clog’ up the directory with obsolete data.</p> <p>Although the DWP Staff Directory is the main source for looking up staff telephone numbers some staff use the GAL to look up telephone numbers. Consequently, it is important that the GAL is also up to date and mirrors entries in the DWP Staff Directory.</p> <p>You should also ensure that DWP Staff Directory and your telephony organisation reflect where you want calls answered. For example all work coaches should be listed in the Directory but you will need arrangements in place for their phones to be diverted to Service Delivery Support while they are interviewing claimants.</p>
6	If staff leave the Department ensure the appropriate action is taken by the DWP Staff Directory author to remove a person’s details from the DWP Staff Directory. Ensure there are sufficient nominated authors to provide cover during periods of sickness, training and annual leave.	Maintains accuracy of DWP Staff Directory and does not ‘clog’ up the directory with obsolete data.
7	If the jobcentre is closed for communications meetings, lunch or only open part-time, you must put arrangements in place for someone to answer telephone calls.	<p>Claimants will continue to call jobcentres during lunch breaks, communications meetings, and business continuity incidents and on days when part-time offices are closed.</p> <p>It is for the Site Manager concerned to</p>

		<p>make arrangements for calls to be handled and ensure that diverts are in place to support these arrangements.</p> <p>This may include transferring calls to a “buddy” office within the District, or arranging for designated staff to answer phones.</p>
8	Appoint a Telephone/Customer Service Champion	<p>This is part of customer service/performance management not a separate role. Managers may wish to brigade this at District level depending on the size of offices. Alternatively, a champion may cover an individual office combined with other responsibilities.</p> <p>Champions can support you in a range of areas including:</p> <p>Periodic telephony health-checks Checking staff are logged into UCDs and Hunt Group each day Periodic testing and checking of UCD and Hunt Group arrangements TPIP Compliance Internal spot check of directory entries Progress chasing complaints and ensuring they are answered</p>
9	Ensure that the best use is being made of direct dial telephone numbers in your office	<p>Using direct dial numbers can remove an unnecessary layer for existing claimants and if the claimant knows who they need to talk to. In addition, it can help build and strengthen the relationship between e.g. work coaches and their claimants</p> <p>Are work coaches pro-actively giving claimants their direct dial numbers? Would it be more effective to give claimants direct dial numbers for work coaches if they are going to be late for or want to change their appointments? Would it be more effective to give a direct dial number for your Work Search</p>

		Review team on the My Work Plan booklet rather than the 0345 single number for jobcentres?
10	Ensure contingency telephony arrangements are in place during a business continuity incident in your jobcentre	Managers should consider placing a notice on the jobcentre door, where possible, advising claimants of the problem and likely re-opening times etc to reduce the number of calls from claimants
11	Take action to update the DWP Staff Directory for any changes to your jobcentre e.g. closure, new premises etc	The DWP Staff Directory must be kept up to date to enable calls to be placed correctly. This includes changes to premises such as offices closing or moving to a new address.
12	Ensure that your staff look up numbers in the DWP Staff Directory and make internal calls directly.	Ensures calls go directly to where they should be speeding up the response time.
13	Ensure that any changes to telephone number ranges for your office are notified to DWP Communication Staff-directory@DWP.gov.uk (link sends e-mail)	The dial rules and VPN data entered in the DWP Staff Directory by the DWP Communication team are directly related to the range of telephone numbers used in your jobcentre: for example [REDACTED] [REDACTED] [Redacted under exemption S31] Organising or implementing any changes to the number may be outside of the Site Manager's responsibility. However, it will be the Site Manager's responsibility to ensure that any change in number range for their jobcentre are notified to DWP Communications immediately so the dial rules and VPN can be updated.
14	Make sure all of your staff are aware of the DWP Staff Directory and how to	The DWP Staff Directory is the key source of information on individual staff

use it	<p>job roles and telephone extensions. It is crucial that all jobcentre staff know how to access the DWP Staff Directory so that they can:</p> <p>Check their entries in the Directory are up to date and correct</p> <p>Look up numbers for staff in other jobcentres so that they can transfer calls</p> <p>Look up numbers for other Jobcentre Plus delivery arms and DWP to make internal calls where appropriate</p>
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Action that must be taken by all staff in Jobcentres

23. The DWP Staff Directory (link is external) is the source of information for all staff in DWP. Everyone in Jobcentre Plus has a responsibility to ensure their data is correct, up to date and in the required format.

24. There are a number of 'Must Do's' that all staff in jobcentres should follow.

	Must Do's for All Staff in jobcentres	Why
1	<p>Report any data changes promptly to your DWP Staff Directory Author, for example if your Job Role or Telephone number changes.</p> <p>Check that changes notified to the DWP Staff Directory author have been actioned.</p>	<p>Remember - the DWP Staff Directory is the main source of information on individual staff telephone numbers, however some people use the Global Address List (GAL) in Outlook to look up telephone numbers. It is important therefore that entries in the GAL are also up to date and mirror entries in the DWP Staff Directory. If your telephone number changes update your email account.</p>
2	<p>Ensure your job title shown in the DWP Staff Directory is in the agreed standard format</p>	<p>This standardises data entry in the DWP Staff Directory and reflects the most up to date job role definitions.</p>

3	<p>Know the process in your office for amending the DWP Staff Directory – who notifies the Local Author about directory changes?</p>	<p>If the DWP Staff Directory is not updated as and when a change occurs, it will soon become out of date.</p>
4	<p>You must log into Unified Call Distribution (UCD) or Hunt Groups for your team/office</p>	<p>If you do not log into UCDs or Hunt Groups, calls will not be placed correctly which will impact on customer service measures. Jobcentre Customer Service Manager should be monitoring use of UCDs and Hunt Groups to ensure they are used effectively</p>
5	<p>Check and take action to ensure your phone is answered when you are unavailable/ absent for both long and short periods. For example, divert calls to another team member.</p>	<p>It is distracting to claimants and staff when phones are unanswered</p> <p>Calls which are unanswered at the jobcentre result in poor customer service.</p>
6	<p>Give claimants your Direct Dial numbers as appropriate.</p> <p>Ensure that they know this number is only for work related calls, and that all other enquiries including payment enquiries, should be made using the JEL number.</p>	<p>Your claimants can reach you without having to go through JEL agents or other jobcentre staff, providing better customer service. For example, work coaches will give their direct dial number to their claimants</p> <p>Be proactive and encourage claimants to put direct dial telephone numbers into their mobile phone while they are with you during interviews. Stress the importance of them only ringing your direct number with work related enquiries.</p>
7	<p>If a call needs to be transferred look up the number in the DWP Staff Directory on the Intranet and transfer the call to the appropriate number</p> <p>Tell the claimant the call is being transferred and give them the number you are</p>	<p>Asking claimants to call another number adds another tier before the claimant is put through to the person/team who can answer their enquiry. This is not good customer service.</p> <p>Consider why calls need to be transferred.</p> <p>For example, is the data in the DWP Staff Directory up to date? If not, take action to update the DWP Staff Directory as appropriate.</p>

	<p>transferring the call to.</p> <p>On transferring the call you should explain to the person you are transferring that the call to, that you have X claimant who is being transferred to them and the reason why</p>	
8	If leaving a message or writing to a claimant always give your name and direct dial number	Giving the claimant a named individual to contact and/or some indication as to why you want them to call enables staff to deal with calls effectively. In addition, where possible give the claimant a direct dial telephone number.
9	Search for staff telephone numbers using the DWP Directory Search (link is external) and make internal calls direct.	Ensures calls go directly to where they should be speeding up the response time

Bogus Callers

25. A bogus contact is an attempt by an individual or an organisation to obtain information about our claimants to which they are not entitled, usually by impersonating a claimant or someone else that the Department may disclose information to.

26. Not only do we have a duty to keep claimant (and staff) information securely, but we are required to do so by various pieces of legislation. This guidance aims to help explain the problem, and what staff can do to protect claimant information from the threat of bogus calls.

27. The Department's policy has been reviewed to help protect claimant information. Telephone callers can reasonably be expected to know, or have ready access to, information about claimant's:

- address;
- telephone number;
- date of birth;
- National Insurance number, and
- financial information, including bank and building society data.

28. These details should not be disclosed or confirmed to a caller by telephone. Similarly, do not disclose or confirm any information that the claimant or caller could be expected to know.

29. Callers should be asked security questions in order to establish the validity of the caller. You will usually need to ask the caller's name and National Insurance (NI) number to call up the claimant record on screen. A bogus caller will probably already know this information, so asking for name and NI number does not help with security. Bogus callers will usually know the claimant's date of birth, and their last known address. They may also know what benefits are being paid and by what method. Avoid asking security questions based on these items of information wherever possible. You need to ask questions about things that only the real claimant would know. Further guidance about security questions can be found in the Bogus Caller Guidance.

30. The vast majority of bogus contacts are made by telephone, and this guidance concentrates primarily on these. Information obtained during investigations indicates that many thousands of bogus calls are made to our offices yet only around 1,000-1,500 are reported each year. See: DWP Bogus Calls Guidance.

Dealing with Telephony Claimant Complaints and Jobcentre 0345 Number Questions and Answers

31. Claimant queries and complaints will be dealt with under Business as Usual processes by Jobcentre Customer Service Manager.
32. It is important to report all incident as this ensures that incidents are fully documented and provides evidence to support regular performance discussions.
33. When reporting incidents Site Managers must ensure that they provide full details of the incident – for example date and time of the incident, Jobcentre Customer Service Manager contact details etc.
34. If the issue is not satisfactorily resolved at jobcentre level DWP Category Management must be informed by the District contact who will then escalate the issue to the nominated Service Centre contact.
35. The Telephony questions and answers below gives guidelines to managers/local Communications team responsible for replying to the claimant. This has been compiled using common areas of claimant complaints, in conjunction with generic policy input from the DWP CCPT.
36. **Please Note:** - Any generic policy information around the use of 0345 numbers should be checked with the DWP CCPT to ensure that it is current.

Telephony Questions and Answers

Question	Answer
Q1. Why has the jobcentre phone number changed?	All jobcentres now have the same published national 0345 number which supports simpler access for our claimants to jobcentre services. Instead of over 700 individual jobcentre numbers there is one national number for claimants to use when contacting any of our jobcentres, and a dedicated Welsh Language line for claimants wishing to conduct their business in Welsh.
Q2. Why is it 0345	DWP Telephony approach is that 0800 numbers are used for

<p>number and not 0800 number?</p>	<p>claimant contact to claim benefit, and 0345 numbers are used for other contact. The Department's strategy is that calls to claim benefit should be free, so it uses 0800 free phone numbers for these calls. The Department has secured agreements from the largest mobile phone companies to provide free mobile calls to the Department's 0800 claim lines.</p> <p>The Department uses 0345 numbers because they are readily recognised and understood by our claimants. The Department uses 0345 telephone numbers where its claimants call for other reasons, and these are calls typically that take less time to resolve.</p> <p>The Department took into account Ofcom recommendations, the cost to claimants and the service improvements that those range of numbers provide.</p>
<p>Q3. Why isn't the jobcentre national number a memorable number?</p>	<p>"Gold" 0345 numbers can be requested from BT at additional cost. These are numbers that are designated as easy to remember. It was not considered appropriate to have a gold number as we need to ensure claimant orientation to the correct delivery arm. Jobcentre Plus currently has 0800 and 0345 numbers for various services, including New Claims, BCs for benefit enquiries etc. We did not want to encourage inappropriate claimant contact to jobcentres by introducing a memorable number. Almost a third of calls currently made to jobcentres are for other areas of the business, and the JEL agents can now handle these enquiries or handover to the correct place.</p>
<p>Q4. How much will the 0345 call cost me?</p>	<p>The charges that apply to these calls will be set by the claimant's telephone or mobile operator.</p> <p>Call costs vary according to the service provider, and the "call plan" the claimant has. However, the cost of calling the 0345 number remains lower than many alternatives, and where it is possible, using a BT landline to call 0345 numbers is usually the lowest cost option. BT account for two-thirds of landline provision and recent research shows that 0345 numbers offers the majority of our claimants a lower call cost than using other number ranges.</p> <p>For information only:-Typical land line costs range from 2p per minute to 7p per minute. Mobile charges vary considerably – as a guide the range varies from 10p per minute to 45p per minute.</p> <p>Please Note BT have confirmed that claimant call charges for the jobcentre 0345 number do not start until the call is answered by the agent (i.e. the claimant is not charged for listening to the</p>

	recorded message, or for waiting in the queue prior to the agent answering the call). This is different from some other DWP 0345 numbers where charging begins immediately.
Q5. Does the Department get a rebate/revenue for its 0345 number?	The Department does not receive any revenue for using 0345 numbers.
Q6. Can I still use the direct dial number that my work coach gave me?	Direct dial numbers are not affected and will still be used and encouraged as now for claimants to make contact for example to work coaches etc.

Business Continuity

37. The Business Continuity Approach sets out the overarching approach to business continuity for the JEL services.

38. The Business Continuity Approach is owned by DWP Commercial Management.

Guidance for Jobcentre Customer Service Manager on Maintaining the DWP Staff Directory

39. You must ensure that the DWP Staff Directory entries for your office(s) support your business need i.e. calls can be placed to the right person/team within the jobcentre.

40. You should remind your staff of the importance of keeping their data correct in the DWP Staff Directory and the procedures within your area for notifying data changes to the DWP Staff Directory Author.

41. It is the responsibility of the Site Manager to ensure that:

- hunt groups/UCD are in place, as appropriate; and
- staff are aware and adhere to the protocol for diverting calls when they are temporarily unable to take calls e.g. when interviewing claimants.

Things to Consider

- Where do calls need to be answered?
- Is your office open part-time and/or does it close for lunch? If so what cover is provided to handle telephone calls?
- Office Organisation – are there enough available phone extensions and staff to answer and deal with the volume of calls?

Telephony/Enquiry Teams

42. Operationally Site Managers may have set up teams within their office to take all calls. Alternatively, it may be more appropriate to divert calls to another extension if, for example, the diversion is for limited periods. In this instance Jobcentre Customer Service Manager must ensure that extension numbers shown in the Staff Directory are diverted to the appropriate number within a team. In some areas staff/teams may be located off site.

43. Jobcentres that have a dedicated telephony/enquiry team should ensure that there is an entry included under the team heading for every job role supported by that team. For example, Service Delivery Support use as Telephony/Enquiry teams is not standard across Jobcentre Plus; consequently JEL agents will continue to search by standard job roles as they will not know which jobcentres have a Telephony/Enquiry Team. The entries may be named individuals with the appropriate job roles, or the name can be replaced with a suitable identifier in the 'name field'.

Diverting Phones

44. Diverting phones may be an effective solution to managing telephone calls coming into the jobcentre. Where phones are diverted Jobcentre Customer Service Manager should consider the following:

- Telephones should only be diverted to another individual or team.
- Do extensions need to be on permanent divert or can calls be activated and removed at appropriate times during the day/week dependant on an individual's availability?
- Where extensions are diverted e.g. if work coach calls are diverted to Service Delivery Support, there must be sufficient extensions and people available to handle the volume of calls being received.
- If the jobcentre has staff/teams located in another location outside of the 'home' jobcentre, does the DWP Staff Directory reflect this, so that calls are diverted/directed to those staff?

UCD

45. A UCD spreads calls evenly between the individual users in the group of phones so that the users all receive an equal number of calls. Extensions have to log in to a Pilot number - this tells the system that they are available to take calls. Calls are shared out on a "longest idle" basis. Extensions (assuming they have been set up to be able to log in/out of UCD) can be logged in/out at will. It is the users who control who logs in/out.

46. Where a UCD is set up, jobcentres may choose to have calls directed by the operator to the UCD Pilot number rather than an individual's direct dial number. This will ensure only staffed logged into the UCD will pick up claimant calls. In this case, each member of staff will need to be listed twice in the DWP staff directory:

- Entry 1 showing name, and DDI (no job role)
- Entry 2 with name, job role and pilot number.

Hunt Group

47. A Hunt Group shares calls between individuals across a group of phones in a pre-set order. For example calls will always be directed to the first phone in the group unless that phone is engaged in which case the call will be directed to the second phone in the group. The third phone in the group will only receive calls if both phones, number one and two, are busy and so on through the hunt.

48. **Note:** Managers must ensure there are sufficient extensions available to support the expected volume of calls and that staff are logged into the UCD where one is set up.

Calls Answered Off site

49. Some calls may need to be answered off site e.g. an individual/team may be out-stationed off site. Off site could include non-DWP locations. The DWP Staff Directory can accommodate this situation as follows:

For DWP Off-Site Locations

- Include the name and job role as per the guidance;
 - Enter the building code for the site where the member of staff is located; and
 - Enter the off-site telephone number.
 - For example, Service Delivery Support for Peterborough is based in Wisbech.
50. The names and job role of the staff taking the calls for the Peterborough jobcentre are listed in the DWP Staff Directory entry for Peterborough jobcentre, with a Wisbech building code and telephone number.

For Non-DWP Off-site Locations

51. Include a direct dial telephone number for the individual(s) in the “home” jobcentre in the DWP Staff Directory **and** divert that phone to either the STD telephone number in the off-site location or to the individual’s mobile phone number.

Standardised job roles

52. The Jobcentre Operating Model Job Roles should be used to provide standardisation and uniformity in describing job roles.

53. If a job role is not supported by the Job Roles catalogue, the job title should be written in full, for example Account Manager.

54. Not all job roles have a recognised abbreviation, however, where one does exist e.g. Jobcentre Customer Service Manager (JCSM), this **must** always be used.

55. The following job roles from the Job Roles Catalogue and Jobcentre Operating Model Job Roles are the most relevant for placing internal calls:

- Work Coach Team Leader
- Jobcentre Customer Service Manager
- DEA Disability Employment Adviser
- Service Delivery Support team member
- Service Delivery Coach
- CSL Customer Services Leader
- Work coach
- EA Employer Adviser
- CCO Customer Compliance Officer

Note 1: Other job roles appear in the job role catalogue and may be used in the DWP Staff Directory.

56. Some job roles are not in the Job Roles Catalogue but should be used where appropriate in the jobcentre’s organisation.

57. **Please Note:** If you do not adhere to the standard format staff will not be able to locate the right person/team and will not place the call correctly or there will be delay in placing the call. Only the abbreviations identified above should be used. Any job roles not listed above should always be entered in full.

Block Titles

58. The Block title/Staff block is the heading shown at the start of each block of staff as seen on the Organisation screen in the DWP Staff Directory and can be used to identify specialist teams, specific floors/Points etc.

59. Remember for each entry under the Block Title a standard job role must be attached to the person e.g. Service Delivery Support/work coach. This is very useful where, for example, you want claimant calls to be answered by a Telephony or Enquiry team rather than disrupting front line staff..

60. The list is not exhaustive. The key is restricting the title to 16 characters including spaces and making sure that it is in a format that can be easily understood by staff placing internal calls.

Welsh Language Speakers

61. Claimants in Wales may wish to conduct their business in Welsh. Staff will need to be able to identify jobcentre staff who can conduct business with claimants in Welsh. Welsh speakers often support more than one jobcentre because not every jobcentre has a Welsh speaker. Similarly, a Welsh speaker could be any job role, for example in one jobcentre the Welsh speaker may be a manager whereas in another site they may be someone working in a front line role e.g. work coach/Service Delivery Support. Welsh speakers should have two entries in the DWP Staff Directory.

- 1 Work coach
- 2 Welsh Speaker.

62. In addition, they should list the jobcentres they provide Welsh Language support to. Staff will search for a job role 'Welsh'. This will bring up all people who are Welsh speaking and therefore staff can choose the member of staff supporting the jobcentre dealing with the claimant.

63. The Building code and the STD telephone number should relate to the site where the Welsh speaker is based.

64. Jobcentre Customer Service Manager in Wales will also need to ensure that the information relating to Welsh speaking staff in their office is available in the DWP Staff Directory and it is clear where callers wanting to conduct their business in Welsh should be placed.

Minor Occupiers

65. Agreements may have been made locally between jobcentres and minor occupiers to provide switchboard services within the jobcentre provision in which the minor occupier is located. In this situation all minor occupiers will need to be included in the DWP Staff Directory.

66. If the minor occupiers are DWP Staff they should already be in the DWP Staff Directory and consequently have an author who will update their entries. Non-DWP minor occupiers will need to be included in the DWP Staff Directory.

67. Individual minor occupiers will be responsible for ensuring their entry in the DWP Directory is correct and notifying the relevant author of any change. Local arrangements may need to be agreed for any non-DWP minor occupiers who don't currently have a nominated author and want to use Jobcentre Plus authors to include or update their entry in the DWP Staff Directory. **Note: While it is acceptable to have non-DWP staff listed in the DWP Staff Directory we should not give non-DWP Staff access to the information in the directory without first considering and addressing any associated security issues.**

68. Entries for minor occupiers should include the individual's name and organisation (for example HMRC), building code and full STD number as JEL agents will search for minor operators by name and organisation.

Official Mobile Telephones

69. If the number for an official mobile phone for a named individual is included in the DWP Staff Directory in place of a landline number, staff should transfer internal calls to that mobile phone.

70. Individuals with an official mobile phone should consider whether their voicemail message on their mobile phone should include their number. If you do not want claimants to know the number you may wish to remove it.

Assistant work coach Queries

71. Some jobcentres have set up Telephone or Enquiry Teams. Where you have this arrangement you must ensure that the team includes details of at least one person with a Job Role within Service Delivery Support or that phones have been diverted locally from the Service Delivery Support Team to the Telephony Team.

DWP Staff Directory Related Issues

72. Any technical issues relating to the DWP Staff Directory should be referred, in the first instance, to your DWP Staff Directory Author. If they are unable to resolve the issue they will escalate it to the DWP Comms Team staff-directory@dwp.gov.uk (link sends e-mail)