

## Carers Allowance Claim Packs

Ordering claim packs using the DWP tool. Inappropriate calls to be signposted to other service providers. CA has a Digital Service and 70-75% are now received digitally and we need to proactively sign post CA customers down the digital channel.

Business Type	Values / Info	Notes
PCA	90%	
Forecast Tolerance Target	10%	This is relevant to the void day definition.
Call volumes – inbound	Average 11.5 k monthly	
Call volumes – outbound	N/A	
Average Handling Time	180 seconds	
Operational hours	Mon – Thurs 8.30-5pm Fri – 8.30-4.30	
Warm hand offs	Nil	
Quality	Target 90% 4 calls per agent per month	
Training Requirement	5 days	Street to seat - this is defined as “time required to train an agent from no knowledge to delivering to the customers required standard some consolidation may be required”

**System Access:** CAF tool

**Void Day Definition;** On a day when the daily PCA target is not achieved that day will be declared void and excluded from performance where the calls offered on that day exceed the forecast by more than the agreed tolerance and daily PCA is achieved for a minimum of forecast calls plus 10%. Where a day is void then daily PCA performance is disregarded for that day and that day does not count towards the weekly PCA target. Where there are 2 or more void days in a week, only the daily PCA target will apply for the remaining days of the week. The weekly PCA target will not apply for that week.

### **Carers Allowance Claim Packs service line description**

- a. Carer's Allowance Claim Pack requests (0800 731 0297– Customer message (IVR) Option 1, then Customer message Option 1 – DWP CA Call plan at Sept 17)
- b. Calls will be recorded
- c. These calls represent all of the calls agents will need to answer. These will be managed by using information provided by the DWP.
- d. Inappropriate calls – Some calls to this line are made in error and agents will be provided with information to enable them to signpost these callers to the appropriate place.
- e. Some callers may wish to report a change in their circumstances, most of these calls should go directly to the Carer's Allowance Unit but some may be delivered to the Supplier's agents. Agents are not able to accept or process changes of circumstances and must direct the customers to the appropriate route.

## Forecasted volumes

Carers Allowance Claim Packs												
18-19	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
178,643	16499	20214	25711	18507	9347	10427	10238	10999	12348	13818	13783	16751
19-20	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
138,615	10,628	11,295	10,466	9,872	6,973	10,546	10,356	11,126	12,490	13,977	13,941	16,944
20-21	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
140,209	10,751	11,425	10,586	9,986	7,053	10,668	10,475	11,253	12,634	14,138	14,102	17,139
21-22	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
141,821	10,874	11,557	10,708	10,101	7,134	10,790	10,596	11,383	12,779	14,300	14,264	17,336
22-23	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23				
84,098	10,999	11,690	10,831	10,217	7,216	10,915	10,718	11,514				

## Carers Allowance Claim Packs assumptions

The Authority started collecting MI for number of Claim Pack calls in mid August 2017 as a result of filtering calls via the IVR.

As there is not a lot of data for Claim Packs calls, a 25% figure has been applied to overall number of Carers Allowance calls (including Enquiry calls) to extract the Claim Pack forecast.

By summer 2018 the Authority will have had a year's worth of Claim Packs volume data which will further inform the forecast.

A population growth percentage increase of 1.15% has been applied year-on-year to allow for an increase in customers likely to need care.

For the intra-hour data this has been extracted directly from a typical week in September 2017 since this data has only been available from mid August 2017. Further data can be made available as more data is collected.

Carers Allowance Claim Packs					
Split of work days	Monday	Tuesday	Wednesday	Thursday	Friday
Daily Split	29.96%	20.18%	18.22%	16.66%	14.99%
08:30 - 09:30	7.50%	9.70%	9.16%	7.99%	8.27%
09:31 - 10:30	13.42%	16.98%	12.11%	12.70%	12.59%
10:31 - 11:30	15.00%	15.50%	14.48%	12.70%	12.59%
11:31 - 12:30	13.34%	9.97%	10.34%	11.91%	15.23%
12:31 - 13:30	13.81%	10.78%	14.77%	13.32%	16.54%
13:31 - 14:30	12.08%	14.42%	11.82%	15.99%	11.84%
14:31 - 15:30	10.66%	10.51%	10.78%	13.01%	12.97%
15:31 - 16:30	10.18%	9.03%	11.96%	8.46%	9.96%
16:31 - 17:00	4.03%	3.10%	4.58%	3.92%	0.00%
	100.00%	100.00%	100.00%	100.00%	100.00%

## Disability Services and Dispute Resolution Directorate

### *DLA / AA Claim Packs*

Ordering claim packs using the DWP tool. Inappropriate calls to be signposted to other service providers.

Categories	Values / Info	Notes
Business Type	Issue of Claim pack	Pension Service(AA) and Disability Benefits (DLA Child)
Percentage Call Answered (daily and weekly target)	90%	
Forecast Tolerance Target	10%	This is relevant to the void day definition.
Call volumes - inbound	41K average monthly	Based on forecasted calls – there will be seasonal variations
Call volumes - outbound	Nil monthly	No outbound calling on this channel
Average Handling Time	110 seconds	
Operational hours	Monday to Friday 8am to 6pm	
Warm hand offs	Nil	
Electronic referrals (handovers to DWP)	No more than 10% of total answered calls	
Quality	Target 90% 4 calls per agent per month to be monitored. Quality report to be produced monthly for joint review	
Training requirement	5 days	Street to seat - this is defined as “time required to train an agent from no knowledge to delivering to the customers required standard some consolidation may be required”

### **System Access;** CAF Tool

**Void Day Definition;** On a day when the daily PCA target is not achieved that day will be declared void and excluded from performance where the calls offered on that day exceed the forecast by more than the agreed tolerance and daily PCA is achieved for a minimum of forecast calls plus 10%. Where a day is void then daily PCA performance is disregarded for that day and that day does not count towards the weekly PCA target. Where there are 2 or more void days in a week, only the daily PCA target will apply for the remaining days of the week. The weekly PCA target will not apply for that week.

### **DLA-AA Claim Packs Service Line Description**

- a. Calls for claim packs need to be filtered, agents need to establish if the claimant is aged between 16 and 64, and if so, they will signpost to the Freephone number to enable the person to claim PIP.
- b. Calls will be recorded
- c. There will be a message on the current IVR advising all claimants who are 16 to 64 years of age who wish to make a claim for DLA to phone the PIP free phone 0800 number to make a claim for PIP.
- d. Claimants who fall outside of the 16 to 64 age range are to be dealt with by trained agents. These agents will use the CAF system to raise requests for DCS related claim packs and forms, or would signpost accordingly
- e. Supplier will not be responsible for the mailing part of this process.

Forecasted Volumes

DLA & AA Claim packs												
18-19	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
451,228	38,072	38,086	42,922	41,196	24,112	39,470	34,252	38,473	36956	37342	35150	45197
19-20	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
494,955	45,961	43,142	41,123	42,815	55,074	39,470	34,252	38,473	36,956	37,342	35,150	45,197
20-21	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
494,955	45,961	43,142	41,123	42,815	55,074	39,470	34,252	38,473	36,956	37,342	35,150	45,197
21-22	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
494,955	45,961	43,142	41,123	42,815	55,074	39,470	34,252	38,473	36,956	37,342	35,150	45,197
22-23	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23				
340,310	45,961	43,142	41,123	42,815	55,074	39,470	34,252	38,473				

DLA/AA					
Split of work day	Monday	Tuesday	Wednesday	Thursday	Friday
Daily Split	24.60%	19.87%	19.43%	18.78%	17.33%
08:00	0.74%	0.64%	0.55%	0.52%	0.55%
08:15	0.81%	0.68%	0.57%	0.58%	0.56%
08:30	1.01%	0.85%	0.77%	0.71%	0.80%
08:45	1.26%	1.04%	1.02%	1.06%	0.99%
09:00	2.29%	1.88%	1.76%	1.81%	2.04%
09:15	2.80%	2.47%	2.44%	2.30%	2.45%
09:30	3.02%	2.87%	2.60%	2.83%	2.84%
09:45	3.19%	2.98%	2.91%	2.89%	3.13%
10:00	3.43%	3.12%	3.01%	2.94%	3.16%
10:15	3.44%	3.59%	3.17%	3.40%	3.28%
10:30	3.59%	3.28%	3.25%	3.24%	3.27%
10:45	3.30%	3.34%	3.20%	3.44%	3.39%
11:00	3.50%	3.46%	3.56%	3.41%	3.49%
11:15	3.54%	3.49%	3.53%	3.53%	3.51%
11:30	3.25%	3.41%	3.24%	3.48%	3.43%
11:45	3.49%	3.47%	3.31%	3.50%	3.47%
12:00	3.17%	3.29%	3.29%	3.20%	3.19%
12:15	3.03%	3.15%	3.24%	3.13%	3.15%
12:30	2.92%	2.85%	2.84%	2.93%	2.93%
12:45	2.70%	2.83%	2.80%	2.79%	2.80%
13:00	2.70%	2.74%	2.79%	2.66%	2.82%
13:15	2.78%	2.77%	2.88%	2.79%	2.81%
13:30	2.80%	2.73%	2.96%	2.86%	3.19%
13:45	2.82%	3.06%	3.07%	2.99%	3.06%
14:00	2.86%	3.00%	3.02%	2.90%	3.10%
14:15	3.09%	3.16%	3.12%	3.18%	3.23%
14:30	3.06%	3.23%	3.31%	3.25%	3.07%
14:45	2.88%	2.90%	3.19%	3.29%	3.40%
15:00	2.67%	2.92%	3.06%	2.98%	3.02%
15:15	2.68%	2.72%	2.88%	2.80%	2.93%
15:30	2.67%	2.63%	2.91%	2.85%	2.80%
15:45	2.53%	2.75%	2.89%	2.91%	2.67%
16:00	2.50%	2.68%	2.89%	2.75%	2.42%
16:15	2.43%	2.52%	2.47%	2.53%	2.29%
16:30	2.11%	2.16%	2.21%	2.24%	2.04%
16:45	1.69%	1.90%	1.80%	1.89%	1.66%
17:00	1.22%	1.24%	1.23%	1.22%	1.03%
17:15	0.88%	0.96%	1.00%	0.96%	0.84%
17:30	0.66%	0.69%	0.74%	0.72%	0.65%
17:45	0.49%	0.55%	0.56%	0.54%	0.54%
	100.00%	100.00%	100.00%	100.00%	100.00%



## Counter Fraud and Compliance Directorate      National Insurance Number (NiNO) Appointments

Entitlement screening and booking of appointments with geographical Jobcentre to enable application to be made. Assessing eligibility of caller to apply for National Insurance number (non-benefit related applications).

Categories	Values / Info	Notes
Business Type	Assessing eligibility and booking appointments or requesting UKVPP's for the allocation of a national insurance number.	NINO service
PCA (daily and weekly target)	90%	
Forecast Tolerance Target	10%	This is relevant to the void day definition.
Call volumes - inbound	106 K average monthly	Based on forecasted calls – there will be seasonal variations
Call volumes - outbound	None to customers	Infrequent outbound calls need to be made to local NINO offices/hubs regarding diary availability.
Work period	Non seasonal	These values relate to a typical 12 month period for this business area
Average Handling Time	315 seconds	
Operational hours	Monday to Friday 8am to 6pm	
Warm hand offs	Nil	No process to warm transfer calls to other DWP units other than in exceptional circumstances
Quality	Target 90% 4 calls per agent per month to be monitored – Quality report to be produced monthly for joint review	
Training requirement	5 days	Street to seat - this is defined as “time required to train an agent from no knowledge to delivering to the customers required standard some consolidation may be required”

**System Access;** CIS, LMS, FIND, Intranet, Microsoft Outlook

**Void Day Definition;** On a day when the daily PCA target is not achieved that day will be declared void and excluded from performance where the calls offered on that day exceed the forecast by more than the agreed tolerance and daily PCA is achieved for a minimum of forecast calls plus 10%. Where a day is void then daily PCA performance is disregarded for that day and that day does not count towards the weekly PCA target. Where there are 2 or more void days in a week, only the daily PCA target will apply for the remaining days of the week. The weekly PCA target will not apply for that week.

### **National Insurance Number (NiNO) Appointments Service Line Description**

- a. Customer calls 0345 600 0643
- b. Calls will be recorded
- c. If an interpreting service is required when dealing with a call, and there are no staff available with required language, the big word must be used as they provide the Department for Work and Pensions (DWP) telephone interpreting services
- d. Agent follows the Contact Centre appointment booking process within National Insurance Number (NiNO) instructions
- e. Different procedures need to be followed depending on circumstances. The two main areas relate to evidence of identity interviews (EOI) and postal processes
- f. EU, British or multinational - EOI needs to be booked
- g. The agent arranges an EOI at a local NiNO office, informing the customer of the date, time and location of the interview
- h. The agent advises the customer what information/documentation they need to bring to the interview
- i. A letter is posted to customers confirming the arrangements for the EOI
- j. Some outbound activity maybe needed to NiNO contracts to resolve diary booking issues, with minimal email activity to handover cases that could not be booked
- k. Non EU national – UK visa postal process needs to followed
- l. Agent asks relevant questions to establish if postal process appropriate, booking customers via the EOI process instead if it is not appropriate
- m. If appropriate, a workflow is sent to the NiNO centre and the customer is advised that a postal application will be received within 5-7 days and the evidence they will need to provide.
- n. Some other NiNO applications have different processing arrangements. Fast path applications are processed without the need for an evidence of identity (EOI) interview. Contact centre staff are not able to identify all of them when taking the call but may identify the more obvious types
- o. Inappropriate calls to be signposted to other service providers
- p. The costs for outbound calls will be paid by DWP on a 'pass-through' basis. Outbound postage will be handled via DWP's own Royal Mail Business Account

## Forecasted Volumes

NINO Allocation Call Volumes												
18-19	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
1,300,900	105,700	124,000	118,300	114,400	72,800	98,700	99,700	121,400	102,900	95,500	124,400	123,100
19-20	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
1,302,900	106,600	124,900	118,800	114,200	72,500	98,500	100,000	121,500	102,900	95,500	124,400	123,100
20-21	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
1,302,900	106,700	124,900	118,800	114,100	72,500	98,500	100,000	121,500	102,900	95,500	124,400	123,100
21-22	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
1,302,900	106,700	124,900	118,800	114,100	72,500	98,500	100,000	121,500	102,900	95,500	124,400	123,100
22-23	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23				
857,000	106,700	124,900	118,800	114,100	72,500	98,500	100,000	121,500				
Intra month % split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	8.0%	8.3%	8.6%	6.7%	7.1%	8.8%	8.3%	7.9%	10.8%	11.4%	8.7%	5.5%

## NiNo - Assumptions

- 1 Government reports on BREXIT has varying effects on volumes
- 2 Biometric Residence Permit (BRP) / NiNo application changes reduced yearly volumes
- 3 In January, calls generally rise (slightly) following the Festive break
- 4 Multiple NiNo applications from agencies
- 5 The use of Big Word for non English speaking applicants
- 6 Increased volumes due to repeat calls as applicants don't always have all information available on initial contact - repeat calls
- 7 September & October are the busiest months of the year

Intraday NINO intradaily					
Intra-week split					
Split of work on days	Monday	Tuesday	Wednesday	Thursday	Friday
	26.08%	21.17%	18.41%	17.24%	17.10%
Intra-day split					
08:00	0.96%	0.88%	0.77%	0.78%	0.80%
08:15	1.35%	1.18%	1.21%	1.18%	0.88%
08:30	1.21%	1.28%	1.41%	1.18%	1.09%
08:45	1.46%	1.45%	1.44%	1.39%	1.23%
09:00	1.79%	1.98%	1.89%	1.71%	1.44%
09:15	2.27%	2.32%	2.17%	2.27%	1.75%
09:30	2.48%	2.19%	2.20%	2.37%	2.33%
09:45	2.29%	1.98%	2.55%	2.35%	2.21%
10:00	2.48%	1.85%	2.61%	2.58%	2.55%
10:15	3.17%	2.77%	2.96%	2.96%	2.46%
10:30	3.21%	3.04%	2.97%	2.64%	2.63%
10:45	3.19%	3.02%	2.94%	2.75%	3.00%
11:00	3.14%	2.94%	2.95%	2.69%	3.05%
11:15	3.34%	3.11%	2.93%	2.85%	3.24%
11:30	3.06%	3.09%	3.00%	3.09%	2.81%
11:45	3.24%	3.20%	2.94%	2.81%	3.04%
12:00	3.15%	3.18%	2.75%	3.14%	2.93%
12:15	3.36%	3.19%	3.20%	3.19%	3.16%
12:30	3.15%	2.87%	3.12%	3.32%	3.21%
12:45	3.05%	3.03%	3.09%	3.22%	2.83%
13:00	3.09%	3.15%	2.98%	3.10%	3.09%
13:15	2.75%	2.80%	2.65%	2.84%	2.87%
13:30	2.90%	2.87%	3.03%	2.70%	2.85%
13:45	2.16%	2.25%	2.95%	2.61%	2.77%
14:00	2.92%	2.87%	2.48%	2.79%	2.80%
14:15	2.77%	2.84%	2.60%	2.91%	2.89%
14:30	2.79%	2.89%	2.79%	3.11%	2.98%
14:45	2.75%	2.86%	2.81%	3.04%	2.75%
15:00	2.89%	2.71%	2.76%	2.67%	3.07%
15:15	2.70%	2.70%	2.58%	2.70%	2.97%
15:30	2.60%	2.66%	2.59%	2.72%	2.65%
15:45	2.61%	2.81%	2.68%	2.65%	2.75%
16:00	2.54%	2.68%	2.68%	2.62%	2.85%
16:15	2.46%	2.59%	2.55%	2.76%	2.84%
16:30	2.50%	2.57%	2.68%	2.82%	2.98%
16:45	2.34%	2.47%	2.66%	2.57%	2.71%
17:00	1.82%	2.13%	2.25%	2.15%	2.43%
17:15	1.42%	1.80%	1.89%	1.80%	2.13%
17:30	1.55%	2.08%	1.71%	1.59%	1.69%
17:45	1.12%	1.70%	1.59%	1.38%	1.30%

### **National Benefit Fraud Hotline (NBFH)**

Members of the public are encouraged to report all allegations of fraud by telephone to the National Benefit Fraud Hotline (NBFH).

Categories	Values/Info	Notes
Business Type	Anonymous calls reporting potential benefit fraud activity	National Benefit Fraud Hotline
PCA (daily and weekly target)	90%	
Forecast Tolerance Target	10%	This is relevant to the void day definition.
Call volumes – inbound	14.5 K average monthly	Based on forecasted calls – there will be seasonal variations
Call volumes – outbound	None	
Average Handling Time	400 seconds	
Operational hours	Monday to Friday 8am to 6pm	
Warm hand offs	Nil	No process to warm transfer calls to other DWP units other than in exceptional circumstances
Quality	Target 90% 4 calls per agent per month to be monitored. Quality report to be produced monthly for joint review	
Training requirement	3 Days	Street to seat - this is defined as “time required to train an agent from no knowledge to delivering to the customers required standard some consolidation may be required”

#### **System Access; FRF**

**Void Day Definition;** On a day when the daily PCA target is not achieved that day will be declared void and excluded from performance where the calls offered on that day exceed the forecast by more than the agreed tolerance and daily PCA is achieved for a minimum of forecast calls plus 10%. Where a day is void then daily PCA performance is disregarded for that day and that day does not count towards the weekly PCA target. Where there are 2 or more void days in a week, only the daily PCA target will apply for the remaining days of the week. The weekly PCA target will not apply for that week.

### NBFH Service Line Description

- a. Customers call 0800 854 440 (free phone) or by post to; National Benefit Fraud Hotline, Mail Handling Site A, Wolverhampton, WV98 2BP
- b. Calls are **not** recorded
- c. Agent uses opening script to inform customer calls are in confidence, but if they wish to identify themselves so fraud officers may ask them for further information they are able to.
- d. Agent uses intelligent questioning techniques to establish the nature of the benefit fraud.
- e. Frequent reasons for fraud are Living Together, Working whilst in receipt, Doubtful Disability, undeclared capital, not living at the property or sub letting the property.
- f. Agents gather information such as Name, Address, What time they go to work and come home from work. Which days do they do it on? How do they do it? E.g. do they drive somewhere and then walk the dog; do they get a lift to shops; do they use public transport?
- g. All the detail is captured on a Fraud Referral Form (FRF) which is intranet based.
- h. Agents need to capture the information accurately and in a prescribed format, using correct abbreviations and standard terms.
- i. Desk aids are provided to act as prompts, but this Service line is not scripted aside from opening and closing salutations due to the fluid nature of the call.
- j. Calls are also received progress chasing previous referrals; however no information on cases is available to agents due to the confidential nature of the service.
- k. All FRF's are submitted via the intranet to the Fraud Referral and Intervention Management System (FRAIMS), some cases fall out of the system due to poor quality keying or unable to automatically trace the customer, these cases are manually processed by a fraud intelligence team.
- l. Referrals accepted into FRAIMS are scored, high scoring referrals may be investigated by Fraud officers, lower scoring referrals by Customer compliance officers and some do not warrant further investigation.

## Forecasted Volumes

National Benefit Fraud Hotline	Forecasted Volumes											
18-19	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
161,700	14,600	14,300	12,800	13,800	8,900	12,700	12,000	13,700	14,200	14,000	15,000	15,700
19-20	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
177,400	15,600	15,200	13,700	14,700	9,500	13,500	12,900	14,700	16,300	16,100	17,200	18,000
20-21	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
198,100	17,900	17,500	15,700	16,900	10,900	15,500	14,800	16,800	17,400	17,200	18,300	19,200
21-22	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
205,100	18,900	18,500	16,600	17,800	11,500	16,400	15,600	17,700	17,400	17,200	18,300	19,200
22-23	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23				
133,000	18,900	18,500	16,600	17,800	11,500	16,400	15,600	17,700				
Intra Month % split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	7.7%	8.7%	8.7%	8.4%	8.4%	9.3%	8.4%	8.9%	9.6%	8.1%	8.2%	5.6%

## NBFH - Assumptions

- 1 Contrary to the other lines apart from December, January has the least amount of calls
- 2 Local Authority Fraud Hotline (LAFH) and Single Fraud Investigation Service (SFIS) roll out had increased volumes
- 3 Volumes rise the first couple of weeks of September due to Child Benefit ending.

Intraday Intra-week split					
NBFH intradaily					
Split of work on days	Monday	Tuesday	Wednesday	Thursday	Friday
	23.58%	20.23%	18.79%	19.16%	18.25%
Intra-day split					
08:00	1.29%	0.68%	0.75%	0.76%	0.65%
08:15	1.35%	1.17%	0.95%	1.26%	1.13%
08:30	1.19%	1.53%	1.37%	1.09%	1.26%
08:45	1.32%	1.64%	1.33%	1.26%	0.91%
09:00	1.35%	2.31%	2.03%	1.60%	1.78%
09:15	2.28%	2.77%	2.48%	1.81%	2.26%
09:30	2.22%	3.02%	2.32%	2.35%	2.61%
09:45	2.73%	2.74%	2.98%	2.14%	2.57%
10:00	2.61%	2.56%	2.19%	3.11%	3.13%
10:15	2.57%	3.27%	2.28%	2.94%	3.09%
10:30	2.48%	2.81%	2.77%	2.23%	2.57%
10:45	2.99%	3.27%	2.44%	2.69%	3.04%
11:00	3.02%	2.74%	2.94%	2.65%	2.96%
11:15	2.83%	2.74%	2.77%	3.15%	3.09%
11:30	2.57%	3.41%	3.06%	3.20%	3.31%
11:45	3.06%	2.60%	2.65%	2.61%	2.91%
12:00	2.93%	2.84%	3.06%	2.48%	2.83%
12:15	3.02%	2.77%	3.02%	2.69%	3.13%
12:30	3.35%	2.74%	2.90%	2.94%	2.70%
12:45	2.80%	2.92%	2.65%	2.61%	3.18%
13:00	3.31%	3.20%	2.82%	3.28%	2.31%
13:15	2.96%	3.02%	3.06%	3.45%	2.87%
13:30	3.12%	2.56%	3.23%	2.65%	2.91%
13:45	3.12%	3.02%	3.02%	3.24%	3.09%
14:00	3.12%	2.88%	2.69%	2.82%	2.70%
14:15	2.57%	2.06%	2.44%	3.49%	2.78%
14:30	2.96%	3.20%	2.69%	3.49%	2.96%
14:45	2.83%	2.84%	2.32%	3.24%	3.61%
15:00	3.22%	2.63%	2.73%	2.35%	3.83%
15:15	2.48%	2.77%	2.48%	2.35%	2.74%
15:30	3.06%	2.42%	2.86%	3.49%	3.48%
15:45	2.54%	2.24%	3.64%	2.82%	3.13%
16:00	2.25%	2.81%	3.06%	3.07%	3.00%
16:15	2.61%	2.70%	3.35%	2.73%	2.26%
16:30	2.86%	2.63%	2.65%	2.78%	2.91%
16:45	2.12%	2.52%	2.53%	2.10%	1.70%
17:00	1.90%	1.96%	2.15%	2.10%	1.57%
17:15	2.38%	1.56%	1.86%	1.89%	1.22%
17:30	1.54%	1.24%	2.03%	1.68%	1.22%
17:45	1.06%	1.17%	1.41%	1.39%	0.61%



### Jobcentre Enquiry Line (JEL)

Business Type	Values / Info	Notes
PCA (daily and weekly target)	90%	
Forecast Tolerance Target	10%	This is relevant to the void day definition.
Call volumes – inbound	40 k monthly average	
Call volumes – outbound	None	
Average Handling Time	366 seconds	Based on 16/17 telephony digest figures
Operational hours	Monday to Friday 8am to 6pm	
Warm hand offs	Nil	
Quality	Target 90% 2 calls per agent per month.	
Training Requirement	3 days	Street to seat - this is defined as “time required to train an agent from no knowledge to delivering to the customers required standard some consolidation may be required”

**System access:** CIS, CMS, LMS, FIND, DCAMS, Intranet, Microsoft Outlook, NGCC Telephony platform.

**Void day definition:** On a day when the daily PCA target is not achieved that day will be declared void and excluded from performance where the calls offered on that day exceed the forecast by more than the agreed tolerance and daily PCA is achieved for a minimum of forecast calls plus 10%. Where a day is void then daily PCA performance is disregarded for that day and that day does not count towards the weekly PCA target. Where there are 2 or more void days in a week, only the daily PCA target will apply for the remaining days of the week. The weekly PCA target will not apply for that week.

### **Jobcentre Enquiry Line Service Line Description**

- This Service line will be delivered from DWP telephony and Infrastructure through the deployment of NGCC.
- JEL is an inbound telephony line for customers wishing to contact the Jobcentre. All Jobcentre telephone numbers are listed as the JEL contact number 0345 604 3719. The number is charged at a standard rate set by the customer's service provider.
- The customer dials 0345 604 3719 and will receive an automated verbal prompt to have their NI number or reference number ready. A second prompt gives out website details and an alternative telephone number for UC customers.
- The customer will then receive a request to verbally state what their call is regarding to, for example 'to re-arrange an appointment'. The customer will then be asked to confirm their request.
- The Agent will receive the call and ask the customer to confirm their NI number, full name and DOB. They will then ask the customer a maximum of 5 security questions (the customer must answer 3 correctly to pass security). The Agent will then ask the customer to confirm the first line of their address and 'preferred' contact number (this exercise helps to keep customers contact details up to date)
- When dealing with the query JEL telephony Agents use a fully scripted service available on the Intranet known as 'JEL Desk Aides'.
- The desk aides include detailed scripts for the cancellation, notification of missed, or the rescheduling of appointments. The scripts include mandatory text regarding the consequences actions may have on future payment of benefit which customers must acknowledge.
- As well as JSA appointments JEL Agents can also cancel/reschedule IS and ESA appointments to avoid handovers to another service line.
- JEL Agents can also contact JC staff directly by telephone or email to avoid unnecessary handovers. In some circumstances Agents can give customers their Work Coaches direct telephone number.
- If Agents take any action on a call they must always input notes onto the customers claim details on LMS. This can be viewed by Jobcentre staff and other Telephony Agents.
- Outbound postage will be handled via DWP's own Royal Mail Business Account

Jobcentre Enquiry Lines Forecasted Volumes												
18-19	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
1,341,900	144200	136200	128100	125400	125500	117200	105200	103300	99100	93100	85500	79100
19-20	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
553,700	73,200	67,300	64,100	60,700	61,400	35,300	32,200	32,900	33,000	32,200	30,500	30,900
20-21	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
378,300	29,600	28,400	29,400	29,800	32,900	35,000	32,100	32,400	31,900	32,500	32,000	32,300
21-22	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
386,800	29,900	29,200	30,100	32,100	35,300	35,700	32,900	33,500	32,300	31,800	31,600	32,400
22-23	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23				
262,800	31,700	31,000	30,900	31,300	35,300	36,000	33,500	33,100				
Intra Month % split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	9.8%	9.5%	9.2%	8.5%	7.9%	8.2%	7.5%	7.8%	8.9%	8.3%	8.4%	6.1%

## JEL - Assumptions

- 1 JEL call volumes are evenly spread across the year, with the exception of higher volumes seen in January and lower in December, where we see a drop in demand due to the Christmas period.
- 2 JEL has seen a steady reduction in volumes year on year due to UC rollout.



Intraday					
Intra-week split		JEL Intradaily			
Split of work on days	Monday	Tuesday	Wednesday	Thursday	Friday
	26.31%	20.31%	19.74%	17.87%	15.77%
Intra-day split					
08:00	2.30%	1.73%	1.38%	1.91%	1.95%
08:15	1.58%	1.44%	1.30%	1.47%	1.54%
08:30	2.01%	1.65%	1.49%	1.67%	1.92%
08:45	2.56%	2.08%	1.64%	2.20%	2.14%
09:00	5.19%	4.42%	3.93%	4.46%	4.58%
09:15	4.32%	4.05%	3.60%	4.12%	4.06%
09:30	4.16%	4.06%	3.96%	3.82%	3.75%
09:45	3.90%	3.70%	4.03%	3.62%	3.73%
10:00	3.61%	3.57%	3.90%	3.66%	3.91%
10:15	3.46%	3.67%	3.73%	3.62%	3.78%
10:30	3.50%	3.61%	3.64%	3.53%	3.71%
10:45	3.37%	3.52%	3.38%	3.51%	3.66%
11:00	3.38%	3.31%	3.60%	3.58%	3.48%
11:15	3.37%	3.54%	3.51%	3.37%	3.51%
11:30	3.20%	3.34%	3.66%	3.47%	3.44%
11:45	3.23%	3.16%	3.11%	2.95%	3.36%
12:00	3.04%	3.04%	3.14%	3.19%	3.08%
12:15	2.90%	3.02%	3.03%	3.02%	2.99%
12:30	2.80%	2.97%	2.69%	2.89%	2.92%
12:45	2.49%	2.81%	2.91%	2.85%	2.94%
13:00	2.51%	2.84%	2.76%	2.85%	2.76%
13:15	2.54%	2.49%	2.75%	2.66%	2.54%
13:30	2.43%	2.51%	2.63%	2.64%	2.56%
13:45	2.47%	2.38%	2.65%	2.40%	2.52%
14:00	2.37%	2.58%	2.55%	2.26%	2.63%
14:15	2.34%	2.45%	2.50%	2.48%	2.46%
14:30	2.24%	2.08%	2.18%	2.38%	2.31%
14:45	1.90%	2.33%	2.43%	2.39%	2.38%
15:00	2.03%	2.18%	2.25%	2.11%	2.15%
15:15	2.03%	2.39%	2.21%	1.98%	2.09%
15:30	2.15%	2.30%	2.23%	2.20%	1.77%
15:45	1.97%	2.08%	1.87%	1.99%	1.99%
16:00	1.72%	1.67%	1.98%	1.90%	1.42%
16:15	1.76%	1.73%	1.95%	1.69%	1.52%
16:30	1.47%	1.54%	1.50%	1.52%	1.35%
16:45	1.31%	1.34%	1.31%	1.33%	1.15%
17:00	0.87%	0.87%	0.92%	0.79%	0.71%
17:15	0.66%	0.70%	0.64%	0.66%	0.57%
17:30	0.49%	0.50%	0.63%	0.47%	0.37%
17:45	0.33%	0.33%	0.39%	0.34%	0.31%
18:00	0.03%	0.03%	0.02%	0.03%	0.01%