

Witness name: James Wolfe
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INFECTED BLOOD INQUIRY

EXHIBIT WITN6661006

Operations Line Managers' Update

Child Maintenance Group

Counter Fraud and Compliance

Disability Services and Dispute Resolution

Operational Excellence

Operations Planning and Performance

Retirement Provision

Universal Credit full service

Universal Credit live service

Working Age Benefits

Work Services

The OLMU is produced weekly by Internal Communications for line managers across DWP Operations. It is intended to support the face-to-face delivery of messages by line managers in their team meetings. **Please delete content that is not relevant or of interest to your area and add in any local content you have this week.**

The OLMU contains updates for different directorates across Operations and a summary of the previous week's Gatekeeper memos.

All Operations

Talking point – Operations all-colleague call – what's going on where you are?

Susan Park and the Operations Executive Team (OET) will host the Operations all-colleague call this Wednesday (11 July) at 2pm. This call is open to all colleagues in Operations.

Dial-in details:

- **Date:** 11 July
- **Time:** 2pm to 3pm
- **Telephone number:** 020 3481 3257
- **Participant code:** 369 2145#

If you've got something on your mind, some good news to share or just want to listen to the discussion, then dial into the call.

[Ian Weir](#) – Internal Communications

All Operations

Reporting security incidents - a reminder

Since the introduction of the General Data Protection Regulation on 25 May, there has been some confusion about the correct process to follow when reporting a potential security incident. Reporting potential security incidents and risks immediately helps to protect our colleagues, customers and reputation. Please ensure your teams know:

- what a [potential security incident is](#) by checking guidance
- the only action DWP colleagues need to take when reporting a potential security incident is to report it to the [Security Advice Centre \(SAC\)](#)
- if the incident needs to be referred to the Information Commissioner's Office, security colleagues will take the necessary action

To report a potential security incident to security colleagues please call 0121 626 2540, or email security.advice@dwp.gsi.gov.uk.

[Anna Turner](#) – Internal Communications

All Operations

Using email as a reasonable adjustment

Our email policy has been revised to ensure we meet our lawful duty under The Equality Act 2010, which requires us to anticipate and meet our disabled customers' needs.

Communicating by email is one reasonable adjustment we must be prepared to offer to meet this obligation. It ensures we meet the communication needs of our disabled customers as well as reducing the risk of both legal challenge and reputational damage to the department.

What has changed?

Customer-facing colleagues should no longer seek consent from those customers who require email as a reasonable adjustment.

Find out more

Colleagues must familiarise themselves with the updated [Reasonable Adjustments](#) guidance and ['How to email securely'](#) policy.

[Gordon Calvert](#) – Operational Excellence

All Operations

Nominations for the Queen's Birthday 2019 Honours are now open

Do you know someone who has made a real difference at work or in the community? Honours are awarded to people who have made, and continue to make, a remarkable contribution to the work and life of the department, or in their community, through their voluntary work or charitable activities.

Information about the nomination process and contact details for your local honours' coordinators can be found on the [honours homepage](#).

The deadline for nominations is **14 September 2018**.

For more information, please contact your [local business coordinator](#).

Sara Hazime – Internal Communications



Proposed amendment to Jobseekers (Back to Work Schemes) Act 2013

A proposed draft Remedial Order amending the Jobseekers (Back to Work Schemes) Act 2013 was laid in both Houses of Parliament last Thursday, 28 June.

The draft Remedial Order proposes an amendment to the Jobseekers (Back to Work Schemes) Act 2013. This amendment will affect a small group of people who:

- received a sanction decision under the Jobseeker's Allowance (Employment, Skills and Enterprise Scheme) Regulations 2011 and
- appealed this sanction decision before 26 March 2013 and
- are still waiting for this appeal to be decided by the tribunal

No action is to be taken by colleagues at this time. For further information, see the [Act Paper – question and answer document](#).

Jon Lander – Operational Excellence



New infected blood schemes

Payments made by four new infected blood support schemes (making payments to people infected through contaminated NHS blood products) should be disregarded when calculating income and capital in the following benefits:

- Income Support
- income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Housing Benefit
- Housing Benefit (Persons who have attained the qualifying age for state pension credit)
- State Pension Credit

See [updated decision makers' guidance](#).

- Universal Credit (UC)

See [updated UC decision makers' guidance](#).

Unlike the former schemes, claimants now have to declare payments from the new schemes before they can be disregarded.

Operational instructions, claim forms and scripts will be amended and issued as soon as possible.

[Joanne Ward](#) – Policy Group



Housing Confident - Ask the Expert call

An opportunity for all colleagues to hear the latest updates on housing in Universal Credit, and ask any housing questions to our panel of experts.

Dial in details:

- **Date:** 25 July
- **Time:** 10.30am to 11.30am
- **Telephone number:** 020 3481 3255
- **Participant code:** 981 5197#

Replay details:

- **Telephone number:** 020 8196 1998
- **Access code:** 981 5197#

Edwina Gaunt – Operational Excellence



Unavailability of Signature Capture service in all jobcentres

The Signature Capture service will be unavailable on Monday 16 July between 9am and 10am in all jobcentres due to connectivity testing following an IT change.

Colleagues should not log onto the system until testing has been completed. Instead, clerical contingency ES24 paper form to capture customer declaration should be used and dialogue 470 on Legacy system updated manually to confirm attendance.

Claimant commitment signatures must also be captured clerically.

Anne Everingham – Operational Excellence

Local news

Please use this section to add any local news you feel may be relevant to your area.

Article title

Article text

Gatekeeper memos

Title	Summary	Audience and key
07.18.69 Unavailability of Signature Capture service - 9 July	On Monday 9 July the Signature Capture Service will be unavailable	Work coaches

If you require a copy of a Gatekeeper memo, please email us at [DWP Operational Delivery Comms Gatekeeper](mailto:DWP.OPERATIONALCOMMUNICATIONS@DWP.GSI.GOV.UK).