Department for Work & Pensions Procedures ▸ Letters (Outbound) - Alternative Formats

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Letters (Outbound) - Alternative Formats

This procedure will explain the process to follow when providing an alternative format for a client registered with special needs requiring notifications issued in braille, audio or large print.

It can take up to 10 working days for special requirement correspondence to be issued.

A letter is sent via the system whenever a client, third party or employer:

- Has requested this as their preferred method of contact

- Where there is a legal requirement to do so

- If the Child Maintenance Group (CMG) chooses to use this method of contact

When creating the correspondence record, the system provides a warning if any of the following circumstances apply:

- Contact has a recorded special requirement for braille

- Contact has a recorded special requirement for large print

- Contact has a recorded special requirement for audio cassette

- Contact has a recorded special requirement for audio CD

The process will be completed by the case owning team.

For more information refer to the Policy, Law and Decision Making Guidance ⚖
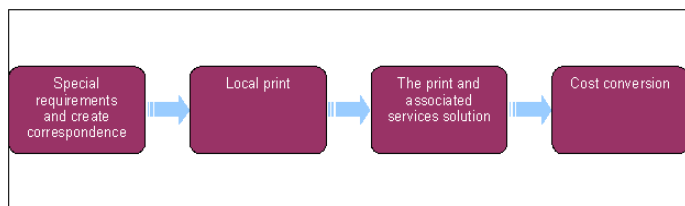
ⓘ When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

Special requirements

ⓘ At application stage or following a change of circumstances the client may request to receive correspondence in an alternative format due to a special need.

1. Caseworkers should give a full explanation of the facilities available for customers:

   - Letters in braille, large print and audio format can be ordered when requested by a customer

   - Forms are available in large print

   - Information leaflets are available to order in:

     - audio, standard PDF-reader software can read out any information leaflet via a PC and headphones where the customer is connected to the internet

     - in braille or large print, on request from authorised suppliers

     - for large print, the intranet version can be printed with page scaling set as fit to printable areas, open the leaflet, select the Printer icon. Select Page Scaling Box Option Fit To Printable Area and select the Pages For Printing

ⓘ Consideration is given to finding a more cost effective method e.g. telephone, face to face. For more information refer to Face to Face - Consider.

Also refer to the Policy, Law and Decision Making Guidance ⚖

Create outbound correspondence record

2. After creating a new application or change of circumstances (CofC), on the contact record, select the **More Info** tab, then select the **Special Requirements** field MVG icon to **Open An Applet Of Special Requirement Types And Values**. The Special Requirement Type is a dropdown selection and includes:

   - Mobility

   - Hearing

   - Speech

   - Sight

   The Special Requirement Value is a dropdown selection. The options depend on the type selected e.g. sight/ braille, hearing/text phone. Special requirements are captured during the application process at the application fee stage, where the contact is created. For further information, refer to Application - Fees. They are also captured when the client notifies us of a change of circumstances - you will need to launch a new CofC service type (SR). For further information, refer to Change - Contact Preferences.

   ⚠ After selecting OK, the **Special Requirements field/applet** currently don't show special requirements have been entered. To confirm the information has been recorded check the **Contact Summary** screen for the respective client, the **Special Requirements** field in the top contact information applet should show any special requirements.

3. If Special Requirement is set on the case, the system will provide a warning on creation of the Correspondence Record if any of the following circumstances apply:

   - Contact has a recorded special requirement for braille

   - Contact has a recorded special requirement for large print

   - Contact has a recorded special requirement for audio cassette

   - Contact has a recorded special requirement for audio CD

4. Once the Special Requirement flag is set items are automatically referred for conversion, if the items are being system issued. Where the item is being issued clerically see **step 6**, if locally printed, see **Step 8**.

5. The automatic alternative formats are:

   - Braille two (converted into symbols rather than standard alphabet)

   - Welsh braille

   - Large print

   - CD

Clerical/Local print

6. Produce the letter clerically. Check for any leaflets and forms that need to be enclosed.

7. Once the letter has been either self, team leader or Print and Post team checked, issue the letter via e-mail to Print and Post. Ensure that you clearly state that the letter needs converting to large print/the alternative format you require.

8. Locally print the letter. Check for any leaflets and forms that need to be enclosed.

9. Once the letter has been either self, team leader or Print and Post team checked, issue the letter via courier to Print and Post. Ensure that you clearly state that the letter needs converting to large print/the alternative format you require.

Client requests any other format

10. If a client requests any other format e.g. braille one (standard alphabet), cassette, creative audio, translating braille into audio, advise them this will be completed manually on request.

11. Select the **Letter Template For Local Print**. Check any fact sheets, leaflets and forms that need to be enclosed with the letter.

    ⓘ Fact sheets, leaflets and forms are referred to as enclosures.

12. Select **Preview Enclosures**. Default enclosures are highlighted with a tick under the Mandatory tab.

13. Highlight the **Applicable Enclosures** and select **Add**.

14. Complete the **Welsh Translation, Audio and Braille Form** available on the Print and Associated Services Solution (PASS) forms page.

15. If the documents do not include customer or other sensitive data, email to iON-pass@xerox.com along with the completed form.

    Alternatively, print out a copy of the completed form and secure it to the document/s to be converted.

    For details on access to, and completing the form, including how and where to send documents, visit the Department for Work and Pensions (DWP) communication support services website or select this link Pass forms.

The Print and Associated Services Solution (PASS)

16. The PASS contract is managed with the supplier iON by the PASS team. The PASS team provide communication support services including:

   - Easy Read

   - Large Print

   - Braille

   - Audio

17. The PASS service includes:

   - Transcribing text into braille

   - Describing pictures and diagrams

   - Creating audio cassette/CDs

   - Providing web formats for download to enable the audience to listen to productions through software products

18. This service can be for products such as:

   - Publications

   - Reports

   - Forms/leaflets

   - Campaign material

   - Correspondence to customers

   - Translate correspondence received from customers in braille

19. Ensure the Special Requirements dropdown is updated on the case so all future correspondence is issued in the preferred format.

Cost conversion

20. Once all documents are received by iON a cost conversion is applied.

21. Document/s is submitted for internal quality checking and a copy created for the CMG.

22. Converted item/s is dispatched to the client and a hard copy and an email issued to the unassociated mail handling team.

23. The unassociated mail handling team caseworker contacts the case owning team (telephone/email) to advise to update case details.

24. If the item/s is to be hand delivered e.g. for enforcement purpose, follow **step 8** for Local Print and complete the delivery address on the Welsh translation, audio and braille form. The converted documents are returned to the requested address, for delivery and for storage where applicable.

Application - Fees

Change - Contact Preferences

Face to Face - Consider

Letters (Outbound) - Send To Client

Terminology Changes