

## DWP "unacceptable customer incidents" 2008

<b>Jobcentre Plus:</b>	<b>Verbal</b>	<b>Attempt</b>	<b>Actual</b>	<b>Other</b>	<b>Total</b>
East Mids.	910	97	27	9	<b>1043</b>
East of England	551	60	22	20	<b>653</b>
London	2123	158	106	11	<b>2398</b>
North East	501	32	21	17	<b>571</b>
North West	1099	94	39	9	<b>1241</b>
Office for Scotland	815	57	24	26	<b>922</b>
Office for Wales	777	39	13	9	<b>838</b>
South East	1492	102	26	32	<b>1652</b>
South West	1501	87	49	4	<b>1641</b>
West Mids	1855	166	80	45	<b>2146</b>
Y&H	996	70	56	25	<b>1147</b>
<b>Total</b>	<b>12620</b>	<b>962</b>	<b>463</b>	<b>207</b>	<b>14252</b>
Other DWP	110	2	1	2	<b>115</b>
<b>Total DWP</b>	<b>12730</b>	<b>964</b>	<b>464</b>	<b>209</b>	<b>14367</b>

## DWP "unacceptable customer incidents" 2008

Verbal	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	91	95	66	65	72	71	81	69	96	95	59	50	<b>910</b>
East of England	62	60	42	60	66	52	52	30	23	41	27	36	<b>551</b>
London	179	242	225	160	171	209	211	158	162	160	144	102	<b>2123</b>
North East	34	42	33	29	33	64	38	44	56	54	47	27	<b>501</b>
North West	114	97	67	98	77	90	94	80	101	93	115	73	<b>1099</b>
Office for Scotland	93	82	58	69	64	67	74	52	63	75	69	49	<b>815</b>
Office for Wales	76	99	58	68	68	48	74	69	50	66	72	29	<b>777</b>
South East	159	140	101	126	103	144	126	108	119	140	126	100	<b>1492</b>
South West	134	131	100	134	103	122	112	118	122	173	155	97	<b>1501</b>
West Mids	161	184	173	176	139	135	153	127	140	194	154	119	<b>1855</b>
Yorks & Humber	115	94	76	87	73	84	95	79	96	80	69	48	<b>996</b>
<b>Total</b>	<b>1218</b>	<b>1266</b>	<b>999</b>	<b>1072</b>	<b>969</b>	<b>1086</b>	<b>1110</b>	<b>934</b>	<b>1028</b>	<b>1171</b>	<b>1037</b>	<b>730</b>	<b>12620</b>
Other DWP	11	9	8	14	10	11	6	7	4	7	17	6	<b>110</b>
<b>Total DWP</b>	<b>1229</b>	<b>1275</b>	<b>1007</b>	<b>1086</b>	<b>979</b>	<b>1097</b>	<b>1116</b>	<b>941</b>	<b>1032</b>	<b>1178</b>	<b>1054</b>	<b>736</b>	<b>12730</b>

## DWP "unacceptable customer incidents" 2008

Attempted	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	8	12	10	5	7	6	15	10	8	7	5	4	<b>97</b>
East of England	4	5	6	4	3	6	5	8	5	5	5	4	<b>60</b>
London	17	25	15	9	15	19	17	10	8	8	8	7	<b>158</b>
North East	5	6	2	3	2	3	4	3	1	1	2	0	<b>32</b>
North West	13	12	6	7	7	5	8	4	13	8	8	3	<b>94</b>
Office for Scotland	5	4	6	2	4	5	3	12	3	8	2	3	<b>57</b>
Office for Wales	8	5	5	3	4	2	6	2	1	2	1	0	<b>39</b>
South East	10	10	11	6	11	12	8	6	8	4	9	7	<b>102</b>
South West	7	11	5	9	4	2	12	7	8	7	9	6	<b>87</b>
West Mids	16	14	8	20	16	25	13	12	14	8	12	8	<b>166</b>
Yorks & Humber	3	2	4	5	3	4	8	10	6	8	5	12	<b>70</b>
<b>Total</b>	<b>96</b>	<b>106</b>	<b>78</b>	<b>73</b>	<b>76</b>	<b>89</b>	<b>99</b>	<b>84</b>	<b>75</b>	<b>66</b>	<b>66</b>	<b>54</b>	<b>962</b>
Other DWP	0	0	0	1	1	0	0	0	0	0	0	0	<b>2</b>
<b>Total DWP</b>	<b>96</b>	<b>106</b>	<b>78</b>	<b>74</b>	<b>77</b>	<b>89</b>	<b>99</b>	<b>84</b>	<b>75</b>	<b>66</b>	<b>66</b>	<b>54</b>	<b>964</b>

## DWP "unacceptable customer incidents" 2008

Actual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	2	5	3	3	1	1	4	2	0	3	1	2	<b>27</b>
East of England	3	3	1	3	1	1	3	2	0	1	3	1	<b>22</b>
London	13	12	8	8	5	11	13	7	6	5	4	14	<b>106</b>
North East	0	1	0	1	2	4	4	3	1	3	2	0	<b>21</b>
North West	2	5	4	2	2	4	5	2	3	2	4	4	<b>39</b>
Office for Scotland	0	1	3	3	0	2	2	3	0	5	5	0	<b>24</b>
Office for Wales	2	1	1	2	0	4	0	1	0	0	1	1	<b>13</b>
South East	1	2	2	3	1	1	3	0	4	3	2	4	<b>26</b>
South West	6	2	1	4	6	9	2	3	3	3	2	8	<b>49</b>
West Mids	8	4	8	7	3	5	13	4	5	5	13	5	<b>80</b>
Y&H	7	8	7	2	2	3	2	4	4	3	12	2	<b>56</b>
<b>Total</b>	<b>44</b>	<b>44</b>	<b>38</b>	<b>38</b>	<b>23</b>	<b>45</b>	<b>51</b>	<b>31</b>	<b>26</b>	<b>33</b>	<b>49</b>	<b>41</b>	<b>463</b>
Other DWP	0	0	0	0	0	0	0	0	0	1	0	0	<b>1</b>
<b>Total DWP</b>	<b>44</b>	<b>44</b>	<b>38</b>	<b>38</b>	<b>23</b>	<b>45</b>	<b>51</b>	<b>31</b>	<b>26</b>	<b>34</b>	<b>49</b>	<b>41</b>	<b>464</b>

## DWP "unacceptable customer incidents" 2008

Other	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	2	2	1	1	0	2	0	0	0	1	0	0	<b>9</b>
East of England	4	5	0	3	0	0	2	1	1	1	2	1	<b>20</b>
London	1	3	0	1	1	1	0	1	1	0	0	2	<b>11</b>
North East	2	3	1	0	2	2	2	1	3	1	0	0	<b>17</b>
North West	0	0	0	1	0	0	0	1	2	3	1	1	<b>9</b>
Office for Scotland	0	1	2	7	4	1	0	2	0	3	3	3	<b>26</b>
Office for Wales	0	0	3	0	1	1	1	0	1	1	1	0	<b>9</b>
South East	0	3	0	6	4	3	3	0	6	6	0	1	<b>32</b>
South West	1	0	0	0	0	0	0	2	1	0	0	0	<b>4</b>
West Mids	2	3	6	3	1	4	2	5	3	8	4	4	<b>45</b>
Y&H	0	3	2	5	4	2	1	5	0	1	0	2	<b>25</b>
<b>Total</b>	<b>12</b>	<b>23</b>	<b>15</b>	<b>27</b>	<b>17</b>	<b>16</b>	<b>11</b>	<b>18</b>	<b>18</b>	<b>25</b>	<b>11</b>	<b>14</b>	<b>207</b>
Other DWP	0	0	0	0	0	0	0	0	0	0	1	1	<b>2</b>
<b>Total DWP</b>	<b>12</b>	<b>23</b>	<b>15</b>	<b>27</b>	<b>17</b>	<b>16</b>	<b>11</b>	<b>18</b>	<b>18</b>	<b>25</b>	<b>12</b>	<b>15</b>	<b>209</b>

## DWP "unacceptable customer incidents" 2009

<b>Jobcentre Plus:</b>	<b>Verbal</b>	<b>Attempt</b>	<b>Actual</b>	<b>Other</b>	<b>Total</b>
East Mids.	974	60	29	18	<b>1081</b>
East of England	530	40	19	11	<b>600</b>
London	1368	135	60	16	<b>1579</b>
North East	614	34	16	12	<b>676</b>
North West	1096	90	33	24	<b>1243</b>
Office for Scotland	965	60	18	29	<b>1072</b>
Office for Wales	522	43	11	11	<b>587</b>
South East	1346	102	28	30	<b>1506</b>
South West	1837	82	32	9	<b>1960</b>
West Mids	1853	136	52	36	<b>2077</b>
Y&H	922	68	38	16	<b>1044</b>
<b>Total</b>	<b>12027</b>	<b>850</b>	<b>336</b>	<b>212</b>	<b>13425</b>
Other DWP	55	0	2	1	<b>58</b>
<b>Total DWP</b>	<b>12082</b>	<b>850</b>	<b>338</b>	<b>213</b>	<b>13483</b>

## DWP "unacceptable customer incidents" 2009

Verbal	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	69	92	103	78	58	91	95	85	88	71	56	88	<b>974</b>
East of England	30	47	53	34	35	42	62	45	38	57	45	42	<b>530</b>
London	101	120	122	95	85	142	117	101	126	124	133	102	<b>1368</b>
North East	42	50	64	44	37	45	63	62	39	58	53	57	<b>614</b>
North West	111	123	115	92	76	97	114	74	74	82	77	61	<b>1096</b>
Office for Scotland	57	87	74	72	56	70	100	89	93	76	96	95	<b>965</b>
Office for Wales	55	42	78	40	35	55	49	30	32	40	39	27	<b>522</b>
South East	119	141	124	87	67	81	111	109	94	135	149	129	<b>1346</b>
South West	116	122	142	119	121	175	194	146	183	181	203	135	<b>1837</b>
West Mids	186	108	133	106	109	152	127	177	188	190	188	189	<b>1853</b>
Y&H	45	66	86	70	89	69	90	81	80	78	88	80	<b>922</b>
<b>Total</b>	<b>931</b>	<b>998</b>	<b>1094</b>	<b>837</b>	<b>768</b>	<b>1019</b>	<b>1122</b>	<b>999</b>	<b>1035</b>	<b>1092</b>	<b>1127</b>	<b>1005</b>	<b>12027</b>
Other DWP	5	4	4	4	7	5	9	6	3	3	2	3	<b>55</b>
<b>Total DWP</b>	<b>936</b>	<b>1002</b>	<b>1098</b>	<b>841</b>	<b>775</b>	<b>1024</b>	<b>1131</b>	<b>1005</b>	<b>1038</b>	<b>1095</b>	<b>1129</b>	<b>1008</b>	<b>12082</b>

## DWP "unacceptable customer incidents" 2009

Attempted	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	3	3	9	6	3	0	5	5	8	9	5	4	<b>60</b>
East of England	6	2	3	2	4	4	2	2	2	5	4	4	<b>40</b>
London	17	16	13	4	3	16	11	11	11	14	10	9	<b>135</b>
North East	2	4	5	3	2	2	4	4	2	3	1	2	<b>34</b>
North West	10	13	10	2	12	5	9	4	1	10	5	9	<b>90</b>
Office for Scotland	6	7	3	1	6	4	2	6	10	4	5	6	<b>60</b>
Office for Wales	5	3	4	3	3	3	4	3	6	3	3	3	<b>43</b>
South East	12	9	9	12	4	6	7	5	10	8	14	6	<b>102</b>
South West	9	6	9	4	6	7	7	8	8	6	4	8	<b>82</b>
West Mids	12	10	7	12	7	12	11	10	12	12	22	9	<b>136</b>
Y&H	4	6	6	4	7	4	4	4	10	5	7	7	<b>68</b>
<b>Total</b>	<b>86</b>	<b>79</b>	<b>78</b>	<b>53</b>	<b>57</b>	<b>63</b>	<b>66</b>	<b>62</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>67</b>	<b>850</b>
Other DWP	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total DWP</b>	<b>86</b>	<b>79</b>	<b>78</b>	<b>53</b>	<b>57</b>	<b>63</b>	<b>66</b>	<b>62</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>67</b>	<b>850</b>



## DWP "unacceptable customer incidents" 2009

Actual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	1	1	4	2	1	5	2	3	2	4	1	3	<b>29</b>
East of England	3	0	4	2	0	0	2	5	0	0	2	1	<b>19</b>
London	6	5	7	5	5	4	7	7	7	4	2	1	<b>60</b>
North East	0	0	0	1	0	2	2	7	1	1	0	2	<b>16</b>
North West	4	3	2	5	0	6	3	0	2	4	0	4	<b>33</b>
Office for Scotland	2	3	1	2	1	2	0	2	1	1	1	2	<b>18</b>
Office for Wales	2	2	1	1	1	0	0	2	2	0	0	0	<b>11</b>
South East	6	3	3	1	3	2	1	1	1	5	1	1	<b>28</b>
South West	4	2	7	2	2	1	2	2	3	4	0	3	<b>32</b>
West Mids	4	3	4	1	5	6	4	6	1	5	8	5	<b>52</b>
Y&H	4	5	2	2	2	4	2	4	3	1	4	5	<b>38</b>
<b>Total</b>	<b>36</b>	<b>27</b>	<b>35</b>	<b>24</b>	<b>20</b>	<b>32</b>	<b>25</b>	<b>39</b>	<b>23</b>	<b>29</b>	<b>19</b>	<b>27</b>	<b>336</b>
Other DWP	0	0	0	1	0	0	0	0	0	1	0	0	<b>2</b>
<b>Total DWP</b>	<b>36</b>	<b>27</b>	<b>35</b>	<b>25</b>	<b>20</b>	<b>32</b>	<b>25</b>	<b>39</b>	<b>23</b>	<b>30</b>	<b>19</b>	<b>27</b>	<b>338</b>

## DWP "unacceptable customer incidents" 2009

Other	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Jobcentre Plus:</b>													
East Mids.	6	0	2	1	0	0	3	1	1	2	2	0	<b>18</b>
East of England	0	3	1	1	1	0	2	0	1	0	1	1	<b>11</b>
London	0	1	1	0	1	2	1	2	2	3	3	0	<b>16</b>
North East	3	2	0	1	2	2	1	0	0	0	1	0	<b>12</b>
North West	1	1	2	1	1	8	2	0	4	2	1	1	<b>24</b>
Office for Scotland	3	3	3	3	1	2	0	4	4	1	0	5	<b>29</b>
Office for Wales	0	1	0	3	2	1	3	0	0	0	1	0	<b>11</b>
South East	3	3	2	1	1	2	0	1	7	5	4	1	<b>30</b>
South West	0	0	0	0	0	3	2	0	0	3	1	0	<b>9</b>
West Mids	5	6	3	4	5	1	2	2	2	1	3	2	<b>36</b>
Y&H	0	2	2	4	0	2	2	1	2	0	1	0	<b>16</b>
<b>Total</b>	<b>21</b>	<b>22</b>	<b>16</b>	<b>19</b>	<b>14</b>	<b>23</b>	<b>18</b>	<b>11</b>	<b>23</b>	<b>17</b>	<b>18</b>	<b>10</b>	<b>212</b>
Other DWP	0	0	0	0	0	0	1	0	0	0	0	0	<b>1</b>
<b>Total DWP</b>	<b>21</b>	<b>22</b>	<b>16</b>	<b>19</b>	<b>14</b>	<b>23</b>	<b>19</b>	<b>11</b>	<b>23</b>	<b>17</b>	<b>18</b>	<b>10</b>	<b>213</b>

## DWP "unacceptable customer incidents" 2010

<b>Jobcentre Plus:</b>	<b>Verbal</b>	<b>Attempt</b>	<b>Actual</b>	<b>Other</b>	<b>Total</b>
East Mids.	1026	77	19	18	<b>1140</b>
East of England	513	30	20	8	<b>571</b>
London	1225	111	54	12	<b>1402</b>
North East	532	25	16	8	<b>581</b>
North West	966	88	32	10	<b>1096</b>
Office for Scotland	1021	44	16	27	<b>1108</b>
Office for Wales	514	30	13	4	<b>561</b>
South East	1248	113	24	21	<b>1406</b>
South West	1463	47	22	6	<b>1538</b>
West Mids	1487	142	41	21	<b>1691</b>
Y&H	865	89	18	13	<b>985</b>
<b>Total</b>	<b>10860</b>	<b>796</b>	<b>275</b>	<b>148</b>	<b>12079</b>
Other DWP	63	0	0	0	<b>63</b>
<b>Total DWP</b>	<b>10923</b>	<b>796</b>	<b>275</b>	<b>148</b>	<b>12142</b>

## DWP "unacceptable customer incidents" 2010

Verbal	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Total
<b>Jobcentre Plus:</b>											
East Mids.	104	127	93	74	90	87	117	111	123	100	<b>1026</b>
East of England	52	67	58	35	31	62	47	56	65	40	<b>513</b>
London	102	125	119	103	121	111	147	146	125	126	<b>1225</b>
North East	36	60	50	51	41	43	61	51	67	72	<b>532</b>
North West	72	88	64	75	69	110	127	130	124	107	<b>966</b>
Office for Scotland	95	118	104	95	77	129	107	128	95	73	<b>1021</b>
Office for Wales	38	46	51	50	43	50	61	61	65	49	<b>514</b>
South East	111	125	123	112	114	141	147	118	126	131	<b>1248</b>
South West	147	158	166	158	112	132	142	131	161	156	<b>1463</b>
West Mids	163	211	174	119	124	143	146	134	126	147	<b>1487</b>
Y&H	75	108	90	57	70	106	82	90	86	101	<b>865</b>
<b>Total</b>	<b>995</b>	<b>1233</b>	<b>1092</b>	<b>929</b>	<b>892</b>	<b>1114</b>	<b>1184</b>	<b>1156</b>	<b>1163</b>	<b>1102</b>	<b>10860</b>
Other DWP	8	9	10	5	4	0	16	6	5		<b>63</b>
<b>Total DWP</b>	<b>1003</b>	<b>1242</b>	<b>1102</b>	<b>934</b>	<b>896</b>	<b>1114</b>	<b>1200</b>	<b>1162</b>	<b>1260</b>	<b>1216</b>	<b>10923</b>

## DWP "unacceptable customer incidents" 2010

Attempted	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Total
Jobcentre Plus:											
East Mids.	10	6	8	6	11	11	7	5	6	7	<b>77</b>
East of England	4	6	2	0	3	2	1	6	4	2	<b>30</b>
London	12	10	6	14	13	13	9	15	8	11	<b>111</b>
North East	0	2	5	3	2	1	3	4	2	3	<b>25</b>
North West	9	5	5	11	6	6	9	10	17	10	<b>88</b>
Office for Scotland	3	5	2	5	4	3	6	7	8	1	<b>44</b>
Office for Wales	3	4	5	1	0	2	5	5	3	2	<b>30</b>
South East	10	10	11	6	8	12	7	16	17	16	<b>113</b>
South West	6	8	7	1	4	5	3	6	3	4	<b>47</b>
West Mids	11	14	12	15	12	19	12	15	14	18	<b>142</b>
Y&H	8	8	7	7	14	13	6	5	11	10	<b>89</b>
<b>Total</b>	<b>76</b>	<b>78</b>	<b>70</b>	<b>69</b>	<b>77</b>	<b>87</b>	<b>68</b>	<b>94</b>	<b>93</b>	<b>84</b>	<b>796</b>
Other DWP	0	0	0	0	0	0	0	0	0		<b>0</b>
<b>Total DWP</b>	<b>76</b>	<b>78</b>	<b>70</b>	<b>69</b>	<b>77</b>	<b>87</b>	<b>68</b>	<b>94</b>	<b>94</b>	<b>84</b>	<b>796</b>

## DWP "unacceptable customer incidents" 2010

Actual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Total
<b>Jobcentre Plus:</b>											
East Mids.	5	4	0	2	2	1	2	0	1	2	<b>19</b>
East of England	2	3	4	3	2	4	1	0	1	0	<b>20</b>
London	2	7	5	5	5	8	6	6	6	4	<b>54</b>
North East	0	1	3	3	2	1	5	0	0	1	<b>16</b>
North West	5	2	1	3	3	2	6	3	5	2	<b>32</b>
Office for Scotland	7	1	2	0	0	0	1	3	0	2	<b>16</b>
Office for Wales	2	0	3	1	1	2	1	2	1	0	<b>13</b>
South East	2	4	2	1	2	1	4	2	6	0	<b>24</b>
South West	2	3	3	0	3	0	3	3	4	1	<b>22</b>
West Mids	4	6	5	1	4	5	4	2	6	4	<b>41</b>
Y&H	1	3	2	0	3	3	3	2	1	0	<b>18</b>
<b>Total</b>	<b>32</b>	<b>34</b>	<b>30</b>	<b>19</b>	<b>27</b>	<b>27</b>	<b>36</b>	<b>23</b>	<b>31</b>	<b>16</b>	<b>275</b>
Other DWP	0	0	0	0	0	0	0	0	0		<b>0</b>
<b>Total DWP</b>	<b>32</b>	<b>34</b>	<b>30</b>	<b>19</b>	<b>27</b>	<b>27</b>	<b>36</b>	<b>23</b>	<b>31</b>	<b>16</b>	<b>275</b>

## DWP "unacceptable customer incidents" 2010

Other	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Total
<b>Jobcentre Plus:</b>											
East Mids.	1	3	0	2	3	0	3	1	1	4	<b>18</b>
East of England	1	2	2	0	0	1	0	0	2	0	<b>8</b>
London	0	0	4	0	4	0	2	1	1	0	<b>12</b>
North East	0	2	1	0	0	1	1	0	2	1	<b>8</b>
North West	1	0	1	0	0	1	3	2	0	2	<b>10</b>
Office for Scotland	3	5	2	4	5	3	0	0	4	1	<b>27</b>
Office for Wales	0	2	1	0	0	0	0	0	1	0	<b>4</b>
South East	2	4	1	0	3	1	0	3	4	3	<b>21</b>
South West	1	2	2	1	0	0	0	0	0	0	<b>6</b>
West Mids	4	1	5	3	1	2	2	1	0	2	<b>21</b>
Y&H	0	0	2	1	1	2	2	0	4	1	<b>13</b>
<b>Total</b>	<b>13</b>	<b>21</b>	<b>21</b>	<b>11</b>	<b>17</b>	<b>11</b>	<b>13</b>	<b>8</b>	<b>19</b>	<b>14</b>	<b>148</b>
Other DWP	0	0	0	0	0	0	0	0	0		<b>0</b>
<b>Total DWP</b>	<b>13</b>	<b>21</b>	<b>21</b>	<b>11</b>	<b>17</b>	<b>11</b>	<b>13</b>	<b>8</b>	<b>19</b>	<b>15</b>	<b>148</b>