

**WRITTEN QUESTION TO THE MINISTER FOR SOCIAL SECURITY
BY DEPUTY R.J. WARD OF ST. HELIER
QUESTION SUBMITTED ON MONDAY 1st FEBRUARY 2021
ANSWER TO BE TABLED ON MONDAY 8th FEBRUARY 2021**

Question

Will the Minister explain what communication, if any, has occurred with JT, or what plans have been made, to enable the provision of a freephone telephone line for those needing to access the Customer and Local Services Department for assistance and information?

Answer

I have recently met with Jersey Telecom, and discussion included the cost of local call charges for those out of contract/package.

As explained in my previous answer to written question 13, Customer and Local Services calls are answered very quickly with an average wait time of less than 20 seconds. Officers will always call individual's back, and there is an automated call back facility for anyone who has waited for 2 minutes at peak call times.

Customer and Local Services also offer e-mail support and individuals can book face to face appointments.

Jersey Telecom have for some time allowed islanders to make free local calls from any public payphone and therefore customers can telephone the department free of charge via this route

The Customer and Local Services Department has a wide range of customers, both individuals and businesses, who access services for a variety of different reasons. Officers are continuing to monitor calls, and the level of service provided to customers, to understand whether any further action is required.