

FAQs from OSC Briefings

My laptop and phone haven't arrived yet, when will I get it?

We have a team dispatching equipment from our hub in Weybridge so you will receive these as soon as possible. If you haven't received phones or laptops by Tuesday 30 September, please let us know: ISSDWP.info@uk.issworld.com or 07714 277829

My current line manager isn't Tupe'ing across, who will I report into?

A member of the ISS team will communicate any changes to line management with you once we know on 1st October which individuals have opted out of TUPE.

Will the Birmingham office use a hot desk arrangement?

Yes we will use hot desks.

ID Badges - will I have to go into the office on day 1 to collect my ID badge?

No, we will take a photo and create your ID badge in your first few days in the office.

Is there electric parking charge points? If yes, how do i book?

Yes, there are 4 EV parking bays available at the new Birmingham office. These will be allocated on a first come, first serve basis in the morning. Depending on demand, there may be a system whereby usage time is limited to allow others access, and this will be bookable, again on a first come, first serve basis. Users may only park in these bays if they are plugged in. More information will be available soon.

I have not received an email about BPSS clearance?

Please get in touch with the ISS Vetting team directly on: DWP.Vetting@uk.issworld.com if you have not received the BPSS clearance request for information.

Long Service awards - will the awards be given based on the service we have once TUPE is completed?

Yes, length of service is continuous therefore any length of service date will honour and include your continuous service (not the date you transferred to ISS).

Are there going to be any shuttle buses going from the station to the office to help people who get trains?

There is no Business Park or landlord-provided shuttle service. There are lots of public transport links, including Birmingham Intl and Solihull stations, all of which can be travelled from by bus (nearest stop: Waterside).

What is the building capacity of the new Birmingham office?

There are 63 desks in the DWP-allocated wing/area and 30 desks in the wider ISS wing/area, with additional flexible space in meeting rooms, kitchenette and collaboration areas.

I work from home 5 days/week due to a medical condition - will it be the same working arrangement when I transfer to ISS?

This information should have been captured when you had your 121 meeting. Please email our People and Culture TUPE Team on: DWPtupe@uk.issworld.com if you wish to discuss your personal circumstances further.

Are there microwaves/drink making facilities in the office?

The kitchenette is equipped with a boiling/chilled filtered water tap, bean-to-cup coffee machines, a selection of teas and milk - free of charge. Microwaves will also be provided with one specifically for Halal. All appliances come with built-in low-height accessibility functions. There will also be a vending machine with a selection of drinks, snacks and sandwiches etc. at a reasonable price.

Will our current working arrangements (remote/hybrid/in-office) remain the same once we transfer to ISS?

Please continue to work your normal shift pattern. If ISS does need to change this at any stage then you will be consulted around any proposed changes.

Will our roles change significantly under ISS?

We have undertaken collective consultation with employee representatives over the last six months and have agreed the changes or measures that will be made when you transfer. These will be confirmed in your welcome letter on 1/10. If roles ever do need to change significantly, we would always approach in an open and honest way, in full-consultation with you.

What support is available for staff feeling apprehensive or unsure about the transition?

We understand that change, even when positive, can be unsettling. If you are feeling apprehensive or worried, please feel free to reach out to our dedicated TUPE email address if you wish to discuss any personal circumstances that we can support: DWPtupe@uk.issworld.com. The team are all here to support and we will do our best to put you at ease about the transfer.

Is there a café in the Birmingham office or somewhere to eat?

There are breakout areas in the office. There is also a Greggs, WH Smith, Food trucks and an independent coffee shop nearby.

Are there any quiet room/prayer rooms and phone booths in the building?

There is a multi-purpose Wellness room for prayer, quiet/relaxation and expressing mothers which is bookable via the Workplace team. There will also be 2 x telephone booths in each wing and a Focus room in each wing (non-bookable, subject to max use of 1 hour)

Questions relating to the ISS Values, Reward and Recognition schemes

We will be pleased to share information about these during the Welcome Induction sessions that will be arranged and hosted by our Learning and Development team once you join ISS.