

- where telephone contact with the claimant is unsuccessful, send a SMS message requesting the claimant to make contact
- where no telephone contact details are available, write to the claimant to establish the reasons for completion of the ESA50 or
- where the claimant is vulnerable, request an immediate home visit.

Live ESA claim exists

18. Where a live ESA claim exists, take the following action:

- check for the previous FTRQ status and take action as instructed.

Providing Extra Support

19. For claimants who are unable to use our preferred channel and need face to face assistance, ensure that you take into account their individual needs. Generally, the claimant knows best what these are so ask them rather than assume what they might need. Offer or arrange another appropriate service as appropriate.

20. Where the claimant has a known background of mental illness there are minimum requirements that Jobcentre Plus should be adopting to ensure that we are not found to be neglectful in our duty of care towards these claimants. The minimum requirements are:

- Where the claimant has been attending a Psychiatric Unit, a liaison officer should be appointed to maintain good communications between Jobcentre Plus and the Patients Affairs Officer.
- Where it is known that the claimant has a social worker designated to them we should liaise closely with Social Services Department.
- All cases, where there is a known history of mental illness, should be referred to a manager before a decision is made to withdraw benefit. The definition of a manager is Band C or above.

21. For claimants who have physical disabilities or sensory impairments, take account of their relevant health/disability issues or other individual needs.

22. See further guidance in Claimant Needs Details Applet.

23. Some claimants are capable of using our preferred channels but choose not to. It is important to stress to these claimants the simplicity and advantages of using preferred channels. Explain the use of the Internet and the telephone services. If the claimant still insists that they require face to face services try to establish why this is necessary before booking an appointment with the relevant team/colleague.

Useful Information/ Links

- Access to Jobcentre Plus Services
- Blind or Visually Impaired Claimants
- Hearing Facilities
- Jobcentre Plus Diversity & Equality - Reasonable Adjustments
- Claimant service – helping you to deal with claimants with different needs
- Hidden impairments
- Vulnerability Hub
- Dealing with Text Phone Calls