

### **First Visit Ineffective**

120. In the event of an ineffective visit, the Visiting Officer will leave a letter at the claimant's address asking the claimant to contact the Adviser within five working days.
121. If the claimant makes contact within five working days of the ineffective visit, the Adviser notifies DWP Visiting so that they do not make an unnecessary second visit.
122. If the claimant does not make contact within five working days of the ineffective visit, the Visiting Officer must attempt another visit to see the claimant face to face.

### **Second Visit Ineffective or where core visits cannot take place**

123. DWP Visiting must attempt to undertake a Core Visit if the claimant has a mental health condition, learning disability or health condition which affects cognition but this may not be possible where the claimant lives in an area that DWP Visiting deem unsafe.
124. In these cases the HEO should continue to take the action as if 2 ineffective visits have taken place, including ensuring the safety of the claimant and that we have taken all reasonable steps to safeguard the claimant.
125. Where two Core Visits have been ineffective, the claimant's details must be referred to the HEO to consider whether Jobcentre Plus have taken all reasonable steps in safeguarding these claimants.

### **Other consideration**

126. It is important the HEO considers the welfare of claimants who suffer from mental health conditions, learning disabilities or health conditions which affect cognition before imposing any sanction on benefit. Refer to the ESA Incapacity Reference Guide the if unsure whether the claimant's condition is a mental health condition or learning disability.
127. To avoid any hardship to claimant's in a vulnerable group every attempt must be made to ensure the claimant's welfare. In the event of two ineffective visits, the HEO must attempt to contact the following sources to establish the claimant's welfare:
  - Claimant's Appointee/POA/next of kin,
  - Claimant's Community Psychiatric Nurse,
  - Social Services,
  - Police.

**Note:** The contact with these people/organisations is to ensure a claimant's welfare (we have a moral obligation to make organisations aware of potential incidents around vulnerable claimants) and not to gather information to support the Labour Market process. The Data Protection act does not allow for these people/organisations to report back to DWP the outcome of any investigations they choose to undertake.

128. Supplying a claimant's details to Social Services or the Police in these circumstances does not contravene the Data Protection Act. Providing that there is evidence to support the referral, the sharing of information falls under the exemption category.