

If DWP Visiting are unable to make contact with the customer after two visits, the case will be referred back to the referring agent for a case conference with their team leader. Pending the outcome of the case conference, the claimant's award will not end and payments will not be stopped.

Case conferencing will take place between the referrer and the team leader to determine all the facts of the case following two ineffective visits prior to making a decision on the claim.

The case conference will review the information available to them and provide an assurance check. This will include reviewing, for example:

- the circumstances prompting the referral for a visit to be made
- previous interactions with the Department, including attendance at any interventions as part of the conditionality to receive UC
- any documentation or notes available regarding the claimant, for example a medical report following attendance at a WCA
- any information we currently hold from third parties (this may include a next of kin or organisations such as social services)
- whether a deferral of the original intervention/appointment is appropriate at this stage until safeguarding enquiries are made

The case conference will also consider whether to involve the local partnership manager who may be aware of local organisations who can offer support.

The case conference participants must be satisfied that agreed actions have been taken and all relevant information has been adequately considered.

The team leader must review the information and record in the claimant history of the UC account the actions considered/agreed.

Following the case conference, if it is recognised that there is still a safeguarding concern, the claimant's award will not end and payments will not be stopped. You **must not** suspend or stop the claimant's benefit payment until further action has been taken and further advice given. The case will then be referred to a Senior Safeguarding Leader to liaise with the relevant agencies including but not limited to social services, the Local Authority or the police.

For more information and contact details of the Senior Safeguarding Leader in each region see [Safeguarding Leaders](#) page.

A review date will be set to consider the next steps following the referral to the Senior Safeguarding Leader.

Once all reasonable steps have been taken as outlined above, the referrer will then gather the relevant documentation so that the case can be referred to the DM, including details of safeguarding steps taken, such as referrals to other organisations for example the police, the outcome of the case conference and any subsequent actions.

This will enable the DM to make an informed decision taking into account the full circumstances of the case.