

VULNERABLE PERSON POLICY

Between

Citizens Advice Taunton and The Department for Work and Pensions (Jobcentre Plus Taunton)

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|---------------|--|------|--|
| Client's name | | CLI | |
| | | NINO | |

Vulnerable Person – definition

A person, who by characteristics and/or circumstances need additional assistance to help them access the Department for Work and Pensions systems and processes and/or to help them deal with their affairs.

Vulnerable characteristics/circumstances

Please indicate which statement(s) reflect the client's situation:

- ☐ The client is unable to communicate ideas effectively.
- ☐ The client is unable to act effectively.
- ☐ The client is unable to recognise the significance of communications or situations.
- ☐ The client has increased and unacceptably high distress reaction caused by an action/communication.

Please provide a description of the client's current circumstances

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Please explain why the client is considered to be vulnerable

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Is the client's vulnerable state considered to be short term? YES / NO

If yes, when should vulnerability be reviewed? 3 / 6 / 12 MONTHS

By signing this form you agree to District Citizens Advice Taunton and the Department for Work and Pensions (Taunton Jobcentre Plus) sharing information with regard to your vulnerability and current situation for the sole purpose of progressing your claim for benefit(s).

Signed (client) Dated

By signing this form you are confirming that you have discussed the definition of vulnerability with the above named client and you have identified that they are vulnerable.

Signed (adviser) Dated

By signing this form you confirm that you agree that this client should be identified as vulnerable having taken into consideration the contents of this document, any discussions with the adviser and the case notes.

Signed (Welfare Rights Co-ordinator) Dated

Codes

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|-----|---|-----|--|
| A | Addiction (i.e. substance misuse, gambling) | MH | Mental Health (including personality disorders / medication / self harm) |
| C | Carers | PAR | People from abroad/refugees |
| CI | Cognitive Impairment (including dyslexia) | PBS | Personal Budgeting Support (needed) |
| CT | Chemotherapy Treatment | PH | Physical Health (including frailty due to advance years) |
| D | Disability | PP | Possession Proceedings |
| DS | Digital Support (needed) | PS | Probation Service Involvement |
| EO | Ex-Offenders | RB | Recent Bereavement |
| ES | Ex-Servicemen/women | SA | Substance Abuse |
| FI | Financial Impoverishment | SMI | Severely Mentally Impaired (as defined by the Mental Health Act) |
| GI | Gender Identity | SR | Special Rules |
| H | Homelessness | SS | Social Services Involvement |
| LD | Learning Difficulty (including literacy difficulties) | M | Medication |
| LGD | Language Difficulty | TI | Terminal Illness |
| LP | Lone Parents | VOA | Victim of Abuse |
| LTP | Late Term Pregnancy | VW | Victim of War |
| M | Medication | Y | Young People Under 18's |