



Fulham Jobcentre

Don't forget to record any issues raised on your Complex Needs Plan

Customer presents complex need at front of house

Can issue be resolved at Front of House ?

- Using DPT / USDL
- Standard Digitally Assisted Procedures
- Home Visit referral etc..

No

Can issue be resolved through **case conferencing** with SME/ WC/ Case Manager?

No

Raise with Manager or Escalation SPOC

No

Manager/ SPOC to escalate to relevant Contact

Housing/
Eviction

Payment

WCA
Decision

LM Decision

Advance
payments



Bolton Service Centre

