

Your Complex Needs Site Plan

Issue / Consideration	Resolution	Status	Progress	By Whom/ Date Next Review required
Ensure input is received from those with expertise in the area of complex need	<p>Consult with key stakeholders to gather their insight into complex need and ensure their solutions are taken into account.</p> <p>Our Key Stakeholders include our DEA, Troubled Families Advisers, Prison Advisers, SILs, Visiting Officers, compliance officers, Specialist Partnership Managers, Social Justice leads etc.</p>	Green	<p>We have Social Justice leads in place to deal with the various Complex Needs that claimants' present.</p> <p>We have a SPOC who liaises with the Housing team to resolve any housing issues.</p> <p>We are currently holding fortnightly telekits with the Local Authority which is chaired by our Customer Service Lead. In these telekits, updates/issues that claimants are currently experiencing are addressed or escalated to the Housing team and Service Centre,</p> <p>Upon feedback from WCs about potential gaps around support for customers with complex needs, we have liaised with our partnership manager and was able to get a list to sign post customers to.</p>	On going
			We have a DEA, a Troubled Family Adviser, a SIL in place.	14

Issue / Consideration	Resolution	Status Rating - Red Amber Green	Progress	By Whom/ Date Next Review required
<p>Ensure that all available support for claimants with complex needs is known and referral mechanisms clearly identified.</p>	<p>Engage with Partnership Managers and Specialist Partnership Managers to ensure the District Provision Tool (DPT) is up to date and includes all relevant provision to support claimants with complex needs.</p> <p>Work Coach Team Leaders to liaise with Partnership Managers to identify gaps in provision for those claimants that have Complex Needs so that Partnership Managers can source it.</p>	<p>Green</p>	<p>Work Coach Team Leaders have fed back to our Partnership Manager requesting provision for Lone Parents and care leavers. Our i board has been updated to include the revised provision</p>	<p>On going</p>

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Ensure that flexibilities for particular complex needs are known and understood by all colleagues who come into contact with such claimants and offered where applicable.	<p>Ensure that all staff have the Digital Delivery Platform on their desktop so that they are able to access the guidance at the click of a button.</p> <p>Ensure the Service Delivery Support team have the Digital Delivery Platform on their desktop.</p>	Green	Work coach Team Leaders will check that all Work Coaches have the Digital Delivery Platform on their desktop and will promote flexibility in group sessions and 1-2-1s. This action is now completed and assurance given.	On going

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Work Coaches and Case Managers will need to work closely in order to be able to support claimants with Complex Needs.	<p>Ensure that all staff have the Digital Delivery Platform on their desktop so that they are able to access the guidance at the click of a button.</p> <p>Ensure the Service Delivery Support team have the Digital Delivery Platform on their desktop.</p>	Green	<p>The Work Coach Team Leaders have a weekly telekit with the Service Centre.</p> <p>Fulham Work Coach Team Leaders have arranged a visit with their Service Centre (Bolton)</p> <p>Work Coaches/ Team Leaders Lync/email Case Managers to progress cases in order to deliver high quality service.</p> <p>Fulham has shared their Complex Needs plan with Bolton Service Centre and details updated on the I- board for easy access</p>	On going
How do we identify and support those claimants who are in hostel or temporary accommodation and have to move addresses within an assessment period.	Raise awareness with WCs by upskilling in housing cost. WCs to preview claims prior to IEI and escalate any issues with Service Centre,	Amber	<p>WCs are and have identified cases and these are been escalated at telekits with a view to finding a solution.</p> <p>We have WC housing lead and a list of organisations for sign posting customers.</p>	On going

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How do we support claimants who present vulnerability in the jobcentre effectively and efficiently.	Assisted Service Coach and Permanent Work Coach at the FOH to triage, resolve issues or signpost to appropriate support when claimant presents vulnerability in the Jobcentre using existing tools e.g. <u>District Provision Tool</u> , assisting with digital claim, referral to Universal Support. (Assisted Service Coach to note profile with outcome from triage to support other colleagues in their actions)	Green	Information Redacted	On going
If issue can not be resolved via Work Coach/ Service Centre case conference then how can it be escalated?	Case conferencing to be extended to include relevant expert, E.g., SIL, DEA, EA, or a contact from DMA	Amber	Information Redacted	On going

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How do we support vulnerable claimants Who do not have an assigned Work Coach?	Work Coaches/ Assisted Service Coaches to liaise with SIL in JC where no work coach has been allocated and for raising of issues incident not covered by the UCCP. If encountered in Service Centre , then Service Centre Colleague to liaise with SIL in JC.	Green	ASCs, WCs, SILs & Service Centre colleagues now working together as one supporting vulnerable customers who do not have assigned WCs	On Going

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How do we effectively support and build relationships with Vulnerable Claimants following a home visit with visiting officer?	Visiting Officers and SIL's to hold a case conference following visit. SIL to assign to DEA to preview case before assigned to Work Coach	Green	Case conferencing between Home visit Lead, SIL and the DEA now taking place before and after each case.	On going
How do we ensure that Service Centre Colleagues and Work Coaches / Job Centre Colleagues work together and have knowledge to support Vulnerable Claimants?	SILs in Jobcentre and Service Centre to encourage regular sharing of materials, good practice and knowledge between Service Centre and Jobcentre colleagues via digital channels for personal development, effective case management and to drive customer service improvements.	Green	Have established joint weekly telekits where issues identified are discussed and good practices shared,	On going