

# Complex Needs Plan

## Upton Jobcentre Plus



## Complex Needs Action Plan. Version Control

Version	Author	Date amended	Signed off by	Next Full Review
Version 1	xxxx	15.08.17	xxxx	
Version 2	xxxx	10.10.17	xxxx	
Version 3	xxxx	23.11.17 & 06.12.17	xxxx	11.12.17
Version 4	xxx	16.02.18	xxxx	

## Service Centre Leaders – to be used in the scenario: Escalation contacts

Name	Job Role	Contact Number	Email Address
xxxx	Customer Service Leader	07585 403086	xxxx
xxxx	Work Coach Team Leader	0151 551 6510	xxxx
xxxx	Work Coach Team Leader	0151 551 6518	xxxx
xxxx	Service Delivery Team Leader	xxxx	xxxx

## Working Together to support Complex Needs.

### Record of Complex Needs Meetings

This could include ;

- Service Centre/ Job Centre
- Local Authority
- CAB
- Disadvantaged/ Complex Needs group Leads



<p>'Customer Representative Group' meeting– local providers &amp; stakeholders talking with UC Full Service Staff (Work Coaches , external relationship team) – to improve links &amp; explain aims / processes and latest updates.</p>	<p>Inform all Key Stakeholders of the impact of UCFS. To deliver UC awareness presentations and on-going update</p>	<p>Monthly</p>	<p><b>Wirral CAB</b>  <b>Benefits and Revenues Manager</b>  <b>Merseyside Senior Manager</b>  <b>UCFS WSM</b>  <b>Customer Service Manger</b>  <b>Wirral Cluster Manager – RSL's</b>  <b>Welfare Rights</b>  <b>Work Coaches</b></p>
<p>Wirral Employment Partnership</p>	<p>Up-skill Local Employers in Wirral and surrounding areas to notify of the impact of UCFs to recruitment and on-going staffing.</p>	<p>12<sup>th</sup> October 2017</p>	<p>Large Employer Engagement Event in partnership with Wirral Chamber of Commerce.</p>

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This could include ;

- Service Centre/ Job Centre
- Local Authority
- CAB
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Meeting	Purpose	Frequency	Attended by
Registered Social Landlord Forum	The aim for the meeting is to provide reassurance and support from myself as your Relationship Manager during the initial rollout period and beyond.	18.10.17	RSL's plus UCFS trained Work Coaches
Local Authority Care Leavers Team & CAB	Inform all Key Stakeholders and partners of the impact to UCFs with awareness presentations	Date pending	xxxx

# Our Site/ Linked Site Leads and Subject Matter Experts.

**Homeless**  
**Local Lead – xxxx**

**Assisted Digital**  
**Local Leads; xxxx**  
**Contact; UCFS Work Coaches**

**Suicide / Self harm**  
**Local Lead; WCTL's**

**Mental Health**  
**Local Lead; xxxx - DEA's**

**Learning Difficulties & Autistic Spectrum**  
**Local Leads; xxxx**



**Domestic Violence**  
**Local Lead; - xxxx**  
**Contact; UCFS Work Coaches**

**Community Partner**  
**Lead; xxxx**

**MAPPA / Ex Offenders**  
**Local Lead; xxxx**

**Veterans / Ex-Forces**  
**Local Lead; xxxx**

**Refugees / Asylum Seekers**  
**Local Lead; - xxxx**

**Prison Work Coach;**  
**Local Lead; xxxx**

**Debt**  
**Contact; UCFS Coaches**

**Modern slavery**  
**Local Lead; xxxx**

**Alcohol & Drugs**  
**Local Lead; xxxx**

## **District Provision Tool**

Paste the Link into your intranet browser:  
**[http://intranet/1/dpt/northwest/Merseyside/  
Merseyside/home/index.asp](http://intranet/1/dpt/northwest/Merseyside/Merseyside/home/index.asp)**

# Check List for Sites moving to Full Service and New Starters

Action	Process / Link	Lead	Last Reviewed	Next Review
<p>All Colleagues have access to Complex Needs HUB via the Digital Delivery Platform</p> <p>Staff have also been given adequate time to navigate through the guidance.</p>	<p><a href="#">Complex Needs Hub</a></p> <p>Complex needs plan now saved within Wirral Cluster folder for each office. All staff have access to this and have been given time to navigate through this. Also delivered at office comms to all staff for awareness.</p>	All	06.12.17	21.02.18
<p>All Staff have an awareness of ..</p> <p>DWP UCB and Suicide /Self Harm 6 Point Plan procedures . (LIMP)</p>	<p>Limp scenarios enacted 1/4rly. LIMP &amp; BCP part of induction training. All staff read LIMP after an incident, or annually. Full review of Suicide 6 point plan has been undertaken to check their understanding.</p>	xxxx	11.10.17	Completed 11.10.17
<p>All Colleagues have a feedback loop and know how to report gaps in process for Claimants with complex needs.</p> <p>(via SIL- (Name) )</p>	<p><a href="#">Raising issues through SIL</a></p> <p>SIL network available through working hours.</p> <p>Local lead – <b>Jo McNeil</b>, based on the UCFS Team at Widnes JC. Partnership Manager is responsible for sourcing provision to plug any gaps identified via the Complex Needs Issues Log.</p>	xxxx	6.12.17	On-going
<p>All Colleagues have access to the COM and know how to use this.</p>	<p>Link to the COM on Desktop</p> <p><a href="#">Yes – desktop check to confirm 10.07.17</a></p> <p>Link to DPT on desktop – Checked to confirm with staff</p>	xxxx	23.11.17	Completed 23.11.17
<p>All Colleagues know how to report gaps/ issues with DPS</p>	<p>DPS comm's session delivered and on-going coaching available to utilise the provision pathway on COM. Gaps in knowledge identified during QAF observations. Any gaps in provision are escalated on the issues log and taken up by the Partnership Manager and/or the Employer Adviser. New DPS 'Good to go' launched 22.11.17</p>	xxxx	22.11.17	On-going



# Check List for Sites moving to Full Service and New Starters

Action	Process / Link	Lead	Last Reviewed	Next Review
Ensure Service Centres and linked Job Centres communicate regularly to discuss/ resolve issues and build working relationships. * Any issues encountered should be recorded on plan	Customer Service Leader xxxxxx receives details of all cross departmental meetings & cascades to Leadership team. Escalation routes now set up :- DWP UCFS Decision Makers Ashton-in-Makerfield DM's Xxxxxxx escalation route for Stockton service centre. Daily KITS across JCP and SC along with SIL lead. All payment blockers escalated for anyone needing an advance.	WCTLs/C SL	23.11.17	December 17
All Colleagues are aware of the Universal Support Delivered Locally (USDL) and our local Partnership offer.	Delivered to all staff at our supply camp away day	WCTL's/ RM	26.09.17	Completed 26.9.17
All Colleagues are aware of booking home visit and escalation procedures	If the claimant still requires a Home Visit the Work Coach should complete a <a href="#">DWP Visiting Referral Form</a> , which is held within the ALP's link folder. Ensuring that they include that the claimant is <b>UC FULL SERVICE</b> Completed referral form needs to be sent to <u>xxxxx</u> with your contact details	WCTL's	6.12.17	Completed 6.12.17

# Your Complex Needs Site Plan

## Section 1 – How do we understand Complex Needs Customers in our area?

This should include

- Specific challenges in your Site picked up from feedback in Communication sessions , Complaints, UCB procedures etc...
- Understanding your most common groups of Complex Needs.
- Gaps in local provision identified and recorded here.

Problem	Action	Lead	Date added	Progress Update	Target Date
There have been a number of instances where staff have suspected potential problems linked to modern slavery but were unclear of what action to take.	<ul style="list-style-type: none"> <li>• To improve staff understanding of modern slavery, how to identify it and actions they should consider when supporting a customer</li> </ul>	District xxxx Site xxxxx	26.09.17	Workshop delivered- Completed	Completed 26.9.17
Some UCFS claimants are experiencing difficulties maintaining their account on the 'service' due to a lack of digital skills	<ul style="list-style-type: none"> <li>• Prior Go Live - Programme of Digital Awareness sessions delivered by Service Delivery Team and 121 support in the JCP daily.</li> <li>• specialist on-going Digital Training course delivered by Wirral Lifelong Learning</li> </ul>	Service Delivery Team/xxxx	1.8.17	On-going coaching prior to and continuing beyond go live	On going
Claimants experiencing money management issues/unable to plan their finances effectively	<ul style="list-style-type: none"> <li>• Work closely with CAB and Welfare Rights to understand their offer and how services can be accessed</li> <li>• PBS offer</li> <li>• Halifax Bank Group Sessions</li> <li>• WC's to discuss at every intervention</li> </ul>	All staff	11.10.17 16.10.17	Cleared and on going	Completed 16.10.17
Claimants experiencing multiple complex needs issues who require a holistic, intensive approach	<ul style="list-style-type: none"> <li>• Refer to Turnabout for telephone coaching</li> <li>• Community Outreach Worker – working with current and in-treatment addicts, refugees, LP Carers and RSL's providing 121 and group session support in the community</li> </ul>	Service Delivery Team	08.06.17	Course running until 23.03.18 Last meeting on 5.12.17	23.03.18
Staff unsure of MAPPA arrangements	<ul style="list-style-type: none"> <li>• Refresher session to be delivered to all staff in comms. New entrants to be covered in induction training</li> </ul>	xxxx	23.11.17	E mail sent to SDT managers to deliver presentation.	Completed

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- Gaps in local provision identified and recorded here.

Problem	Action	Lead	Date added	Progress Update	Target Date
Some gaps in support/knowledge identified to support women, in particular, lone parents.	<ul style="list-style-type: none"> <li>• Using Community Outreach Worker to up skill across site</li> <li>• Started outreach at children's centres</li> </ul>	xxxx	16.02.18	On-going	On going
UCFS staff have identified gaps in their knowledge around housing and homelessness	<ul style="list-style-type: none"> <li>• Using Community Outreach Worker and Relationship Manager to up skill across site</li> <li>• Housing confident delivered to all UCFS staff</li> </ul>	xxxx	07.11.17	Mop up sessions being delivered. On- going monthly sessions as staff come out of training.	On going
Claimants experiencing multiple health issues	<ul style="list-style-type: none"> <li>• Health and Work Conversations up-skilling for all staff delivered and now taking place on site</li> <li>• DEA's in post – full review of local offer in progress</li> <li>• Enhanced Support Offer – staff up-skilling has taken place with local detail included.</li> <li>• WHP- Work health programme – Staff currently being trained and Claimants identified. Provider – Pluss delivered presentation at office comms.</li> </ul>	All	On going	WHP E learning on going and referrals started	On going
All Complex Need 'area' site Leads (See slide 4) to locate local / national support & publicise through DPT & this Plan.	<ul style="list-style-type: none"> <li>• To find out what alternative support is available in area.</li> <li>• To find out what national support is available.</li> <li>• To promote &amp; publish details – update DPT , Com &amp; this plan.</li> </ul>	Xxxx and leads	13.10.17	Provisional List (with Contacts) drawn up – see slides 11 & 12	On going

# Your Complex Needs Site Plan

## Section 2 – Ownership and Case Management

This should include any Issues picked up in

- FOH/ Triage Process/ Escalation Routes
- Home visits.
- Appointments and Interviews
- Partnership with Service Centre/ Job Centre, case conferencing .
- Partnership with Local Authority, External Organisations

Problem					Target Date
Money Advice required	Money Advice required	<ul style="list-style-type: none"> <li>• CAB provided with escalation contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Jane Platt/ Debbie Veevers</li> </ul>	9.10.17	On-going
Advances:	<ul style="list-style-type: none"> <li>• escalation route for payment blockers for advances with service Centre, all staff fully aware and proficient re advances and conversations around this. added on festive period links for advances and opening times <a href="https://intranet.dwp.gov.uk/new/s/christmas-and-new-year-arrangements-0">https://intranet.dwp.gov.uk/new/s/christmas-and-new-year-arrangements-0</a></li> <li>• WC's discuss advances at every intervention as appropriate and follow up with PBS referral if required</li> </ul>	<ul style="list-style-type: none"> <li>• WCTL's and xxxx</li> </ul>	24.11.17	Daily	Completed
Vulnerable Customers	<ul style="list-style-type: none"> <li>• All sites to implement process and resource to ensure all customers receive a call and journal message by day 7 to evaluate any vulnerabilities following failure to attend any appointments and also following initial application where first appointment has not been booked</li> </ul>	<ul style="list-style-type: none"> <li>• xxxx</li> </ul>	31.01.18	Updated	On going

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- Home visits.
- Appointments and Interviews
- Partnership with Service Centre/ Job Centre, case conferencing .
- Partnership with Local Authority, External Organisations

Problem					Target Date
Social justice forum	All staff attend one day event every 3 months. To up skill and awareness in customers needs and availability of help and support.	• xxxx	• 13.02.18-16.02.18	First set of events completed	On-going

# Your Complex Needs Site Plan

### Section 3 – Any other issues for Complex Needs Customers.

## This could include

- **Re-occurring issues picked up in Site Quality checks.**

Problem	Action	Lead	Date added	Progress Update	Target Date
	Site quality checks to started February	• WCTL	16.02.18	On-going.	On going



**Citizens Advice Bureau**

**Address: 132 Claughton Rd, Birkenhead CH41 6EY**

**Phone: 0300 330 0111**

**Includes debt counselling**

**Wirral ways to recovery**

**Address: 23 Conway St, Birkenhead CH41 6PT**

**Phone: 0151 556 1335**

**Jobcentre Plus**

**Address: 17-21 Price St, Birkenhead CH41 6JN**

**Tomorrow's Women Wirral**

**Address: Beckwith St East, Birkenhead CH41 3JE**

**Phone: 0151 647 7907**

**Wirral Churches Ark Project**

**Address: The Ark Mary Cole House, 6 Sandford St, Birkenhead CH41 1BN**

**Open 24 hours**

**Phone: 0151 649 0111**

**Samaritans**

**Address: 15 The Rake, Birkenhead, Wirral CH62 7AD**

**Phone: 0151 334 7560**

**Wirral Advisory Centre**

**Address: 4 St Anne St, Birkenhead CH41 3JU**

**Phone: 0151 666 1999**

**NEO COMMUNITY CAFE & CATERING**

**Address: Beaconsfield Community House,  
Rock Ferry, Birkenhead CH42 3YN**

**Phone: 07447 913888**





Customer presents complex need at front of house

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

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  
Emma Jackson/ Mark Allen

No

Manager/ SPOC to escalate to relevant Contact

Housing/ Eviction  
Jan Roberts

Payment  
Mark Allen

WCA  
Decision  
Sharon Irvine

LM Decision  
Chris Carney

Advance payments  
Tom Munn





Customer  
presents complex  
need in Service  
Centre

## UCFS Service Centre Stockton

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

Can issue be resolved in  
Service Centre?

- Using DPT
- 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  
xxxx

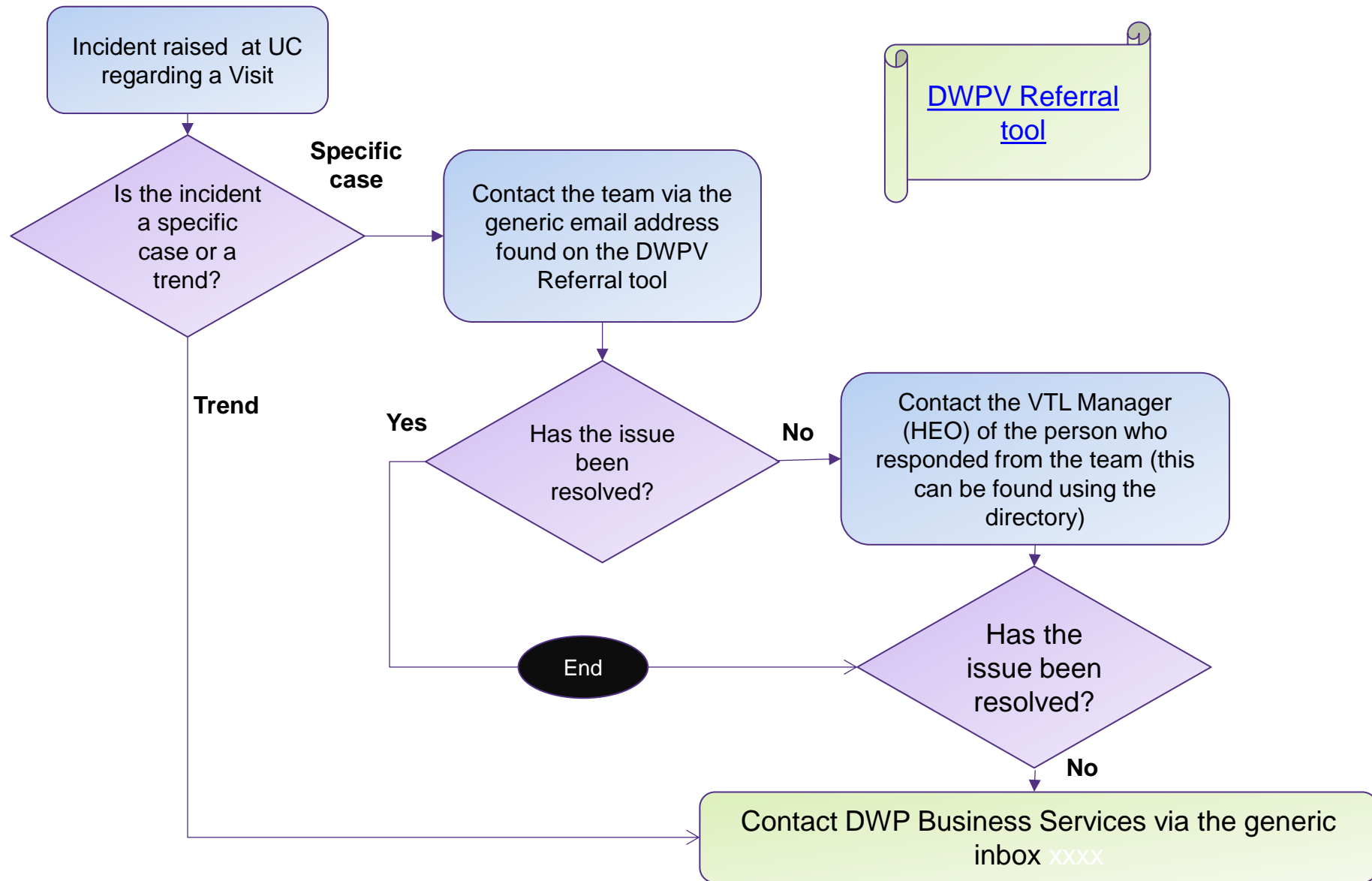
Payment  
xxxx

WCA  
Decision  
xxxx

LM Decision  
xxxx

Advance  
payments  
xxxx

# Incident Reporting Process UC – DWP Visiting (DWPV)



## UC Full Service – Upton JCP Site Characteristics

	Site Characteristics Question	Response
Estates	Prime site or Non Prime site?	Prime site
	Co-located site?	No
	If yes, provide details	
	Current number FOH desks?	31
	Current number BOH desks?	
	Are there areas that can be expanded into FOH/BOH?	No
	If yes, provide details including estimated number additional desks	
	Is this a satellite site?	No
	If yes, provide linked site details	
	Is there sufficient WiFi capacity in all areas of your site?	Yes
People	If no, provide details	
	Are there any non WSD staff based at your site? i.e. DWP visits, FES, OED, non DWP staff	Yes 2
	If yes, please provide details	FES and troubled families
	Any other relevant estates information? e.g. scheduled for closure	No
	Current SIP on site?	30
	Current FTE on site?	27.18
	Maximum SIP that could be accommodated?	
	Peripatetic working?	No
	If yes, provide details of job roles and linked sites	
	Any other relevant people information? e.g., VES, retirements, recruitment	No
Caseload	No. HRT interviews per week?	3
	No. JSA(c) new claim interviews per week?	20
	Do you have caseloads for claimants not attached to your specified postcodes?	No
	Remote claimants or postal signers?	No
	If yes, provide details	
	Any other relevant caseload information? e.g., redundancies, seasonal variations, transient	No
Other	Do you share postcodes with another JC?	No
	Provide details	
	How many LAs are attached to your postcodes?	1 – Wirral borough council
	Provide details	

# Additional Resources

## Refugee guidance



Be aware cards  
black on white v...



Witnessable  
Persons Reluctant...



WCR Consent  
Form.doc



RRP and  
NINQ.pdf



HRT snip.JPG

## Assisted Digital

[http://intranet/1/corp/sites/uc-replicable-model/guidance/DWP\\_T886258.asp#TopOfPage](http://intranet/1/corp/sites/uc-replicable-model/guidance/DWP_T886258.asp#TopOfPage)

## **Recording Complex Need on the Build - Claimant Profile**

The claimant profile should be updated with any temporary or long term complex needs and how that affects the claimants ability to use the service. Staff can also record any issues that have been identified which require support so it can be offered at the earliest opportunity.

The list below is not exhaustive but is a representation of the possible types of complex needs claimants may have. It is important that information on the complex needs highlighted below are recorded as these are statutory groups. For more detailed information on complex needs see the [complex needs hub](#).

Ex-offenders

Homeless or at risk of homelessness

Drug/Alcohol abuse

Victims of domestic abuse

Care-leavers

Mental Health

Physical disability

Bereavement

Assisted Digital - are there support needs when transacting with the service

Appointees- not including appointees details

Non English speaking claimants or English as a second language

Risk of suicide/self harm or risk of harm to others

Non-digital relationship – this claimant relationship with our service is conducted entirely via telephony/visits and why

Sensory loss (hearing & visual impairments)

Offer of Personal Budgeting support – record taken place and if referral to USDI made (plus consent).

Methods of payment – record of MOP payment conversation when exceptional methods being used and why

Claimants who are receiving support through other agencies for example, Troubled Families Initiative

## **Recording UCB incidents**

Re-enforce UCB process including potentially immediate impact on Jobcentres and Visiting Officers.

Include immediate communication between SC, JC and VO to alert of potential face to face contact. [Link to UCB](#)

## **Home Visits**

A home visit should be used:

When the claimant has no access to a phone or to information technology either as an individual or through a friend, family member or third party stakeholder partner.

To safeguard claimants against sanctions if it is deemed that they have a health condition that restricts them from leaving their home. This will help determine whether the claimant fully understood their commitments and good reason can be gathered if appropriate.

[Full UC FS Visiting Guidance Link](#)  
[UC FS Visit Process Map](#)

## **Supporting our colleagues: difficult conversation debrief**

Supporting customers with complex needs may result in colleagues being exposed to distressing or difficult situations, for example a claimant who threatens to harm themselves or our people. Depending on the type of incident, you may need to follow the Suicide/Self Harm 6 Point Plan, or complete an online UCB incident report form.

Line managers should review these incidents with their staff in a timely manner. This is an opportunity for affected staff to reflect on the incident, discuss their feelings about it and agree any support to help them deal with their reactions to the experience.

The Employee Assistance Programme (EAP) can provide an independent, confidential counselling service. You can contact the EAP helpline by calling 0800 028 8763. The service is available 24 hours a day, 365 days a year and all calls are free of charge from landlines. There is no limit to the number of calls you can make to the helpline.

The EAP also has a management support service to help line managers deal with these conversations with their members of staff.

Please see the link to **Claimant suicide or self-harm – DWP Six Point Plan Framework**

[http://intranet/1/corp/sites/uc-replicable-model/guidance/DWP\\_T903112.asp](http://intranet/1/corp/sites/uc-replicable-model/guidance/DWP_T903112.asp)