

Complex Needs Plan:

Purley JCP

Leaving no one behind

Delivering Customer Service with Care

Our Site Subject Matter Experts.

Prison Leavers
Local Lead;

Mental Health
Local Lead;

Partnership Manager
Lead;

Youth Obligation
Local Lead;

Gangs and Troubled Families
Local Lead;

DEA
Local Lead;

Domestic Violence
Local Lead;



Useful Local Contacts.

**Citizens Advice
Bureau
02086842236**

**Shelter Line
0808 800 4444**

**Crisis
0203 848 1700**

**Croydon Outreach
Team
02084658667**

**Purley Cross Church
Food Bank
Wed and Sat 10am-
12pm
0208 668 4189**

**Purley Islamic Centre
Food bank
Wednesday's 10am-
11:30am**

**Caterham Food bank
0208 686 5664
Monday's 12pm-2pm**

**Carers of Croydon
0208 680 8253**

**Christians in Action
0208 655 1799**

**Advice Services
Croydon
0208 686 0066**

**L B Croydon
0208 726 6000**

**Salvation Army
0208 680 9924**

**Mind
0208 668 2210**

**Mencap
0208 684 5890**



Your Complex Needs Site Plan

Date	Issue	Resolution	Update	Implemented By
15.09.2017	How do we support claimants who present vulnerability in the jobcentre effectively and efficiently?	Front of House team has two full time UCFS trained Work Coaches to triage, resolve issues or signpost to appropriate support when claimant presents vulnerability in the Jobcentre using existing tools e.g. District Provision Tool, assisting with digital claim & referring to local provisions or in-house digital support. Work Coach can conduct an immediate appointment if required as fully trained.		Information Redacted
15.09.2017	How do we support claimants who present vulnerability making a claim /or further into their claim.	One-to-one claim building support available at FOH by a fully trained Work Coach. Walk in support available in Purley JCP for vulnerable claimants.		Information Redacted
15.09.2017	If issue can not be resolved via Work Coach/ Service Centre case conference then how can it be escalated?	All HEO's are provided with appropriate Service Centre Escalation Routes and Customer Service Leader to be involved if appropriate.		Information Redacted

Your Complex Needs Site Plan

15.09.2017	How do we support vulnerable claimants Who do not have an assigned Work Coach?	Fully trained Work Coaches undertaking FOH duties who can identify this at FOH and re-assign the relevant Work Coach or take action appropriate action.		Front of House Team, Service Delivery Team Leader & UC Work Coaches
15.09.2017	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.		Information Redacted
15.09.2017	How do we ensure that Service Centre Colleagues and Work Coaches / Job Centre Colleagues work together and have knowledge to support Vulnerable Claimants?	Weekly telekits to share experiences and ways of improvement. Visit to the Service Centre and colleagues from SC to visit JCP 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		Information Redacted

Your Complex Needs Site Plan

15.09.2017	How can we ensure that all Colleagues know how to use District Provision tool and increase its usage?	Partnership Manager held local training for all new entrants to demonstrate use and to provide local knowledge to ensure we meet the demand of diverse UC Full Service claimant base. On-going leadership support		Partnership Manager & EA's
15.09.2017	How can we ensure that we build and maintain strong relationships with External partnerships, LA's etc..?	All staff responsible for building links with third party support organisations providing a route way to support the most vulnerable Claimants e.g. Macmillan Care, MIND, CAB and NHS Mental Health Services; this is done by local training, monthly office provider meetings etc. HEO's attend local welfare meetings to maintain strong relationships with external partnerships. We also encourage Coaches to visit local providers. Spend a day of their own personal learning to job shadow partnership, visit Prison Officers etc.		All staff

Your Complex Needs Site Plan

15.09.2017	How can we support Vulnerable Claimants (in the Service Centre) and encourage / ease them into attending future appointments in the Jobcentre.	Universal Credit Sessions held locally by FOH Team and UC Work Coaches in order to manage claimant expectation when accessing the service.		Front of House Team, Service Delivery Team Leader & UC Work Coaches
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Purley Jobcentre

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 SIL

No

Manager/ SIL to escalate to relevant Contact

Housing/ Eviction

Payment

WCA Decision

LM Decision

Advance payments

Other Information

Category	Process/Support available.
Transgender community	Claimant can be signposted to the Beaumont Society for more help and support. Contact Number: 01582 412220. Line is open 24 hours a day. Email: enquiries@beaumontsociety.org.uk
Rape Victim	Rape Crisis national Freephone helpline on 0808 802 9999 (12:00-14:30 and 19:00-21:30 every day of the year) Sexual Assault Referral Centre via www.nhs.uk
Bereavement Counselling	Claimant can be signposted to Cruse Bereavement Care. www.cruse.org.uk Contact Number: 0808 808 1677
Victim of Racial Harassment and Abuse	Monitoring Group Freephone Emergency Helpline. Contact: 0800 374 618 Available 24 hours a day.
Alzheimer's/ Dementia	National Dementia Helpline: 0300 222 11 22.
Eating Disorders	www.b-eat.co.uk Helpline for adults: 0808 801 0677 Email: help@b-eat.co.uk Helpline for young people: 0808 801 0711 Email: fyp@b-eat.co.uk
Local Food Banks	Purley United Reformed Church: 906 Brighton Road, Purley, CR8 2LN: Wednesday and Saturday 10am-12pm Caterham Baptist Church: 4 Beechwood Road, Caterham, CR3 6NA: Monday 12noon-2pm (Bus Route 407) Caterham Centenary Hall: Sacred Hall Church, CR3 5PA: Thursday 12noon-2pm (Bus Route 407) Purley Islamic Centre: 63 Whytecliffe Road South, CR8 2AZ: Wednesday 10am-11:30am.