



Thornton Heath JCP
Complex needs site plan

Background and Aims

- We have created the Complex Needs Hub to ensure that for claimants who present at the Job Centre with vulnerability / complex needs are supported **effectively** and **efficiently**.
- The Plan is a **living document** which includes:
 - Site awareness on complex needs
 - Support offered by our assisted services team
 - Leads dedicated to specific complex claimant groups
 - A comprehensive list of locally-available support

How to use this pack

- For larger print:
- Open the slides in **Slide Show** mode
- Hyperlinks have been set up to make it easy to click onto the organisation's website. Various other hyperlinks have been set up to take you relevant DWP Intranet pages that will give you further information
- OR
- On opening the power point presentation, right click on each link and select "open hyperlink" to take you onto the organisation's website or page with relevant information



DWP Intranet: - Complex Needs Hubs

Many differing **life events** and **personal circumstances** may impact claimants and their ability to access DWP benefits and/ or use our services.

They may require **additional support** to access the **standard customer journey**.

Equally, some claimants experiencing difficult life events and / or complex personal circumstances may **not** require additional support.

How we support individuals to overcome difficult life events and personal circumstances helps DWP to meet our **Social Justice Priorities**.

Click [here](#) to access the Complex Needs Hub.

Click [here](#) to access the UC Complex Needs Page



On-site support and provision

Vulnerability	Office Lead	Supporting Lead	Contact details
Disability Confident Lead	Information Redacted	Information Redacted	Information Redacted
Disability Employment Adviser	Information Redacted	Information Redacted	Information Redacted
Multi Agency Public Protection Agreement (MAPPA)	Information Redacted	Information Redacted	Information Redacted
Care-Leavers	Information Redacted	Information Redacted	Information Redacted
Benefit Cap	Information Redacted	Information Redacted	Information Redacted
Debt Management/Personal Budgeting Support	Information Redacted	Information Redacted	Information Redacted
Prison Leavers/ Post offending	Information Redacted	Information Redacted	Information Redacted
Diversity & Inclusion	Information Redacted	Information Redacted	Information Redacted
Drugs & Alcohol Lead	Information Redacted	Information Redacted	Information Redacted
Digital Capability Lead	Information Redacted	Information Redacted	Information Redacted
50+ lead	Information Redacted	Information Redacted	Information Redacted
Domestic Violence Lead	Information Redacted	Information Redacted	Information Redacted
Homelessness & Housing Lead	Information Redacted	Information Redacted	Information Redacted
Work & Pensions	Information Redacted	Information Redacted	Information Redacted

Complex needs regularly encountered at Thornton Heath JCP

Below are some of the life events and personal circumstances encountered at Sutton which have resulted in the customer having complex needs. There is often more than one trigger, and most can impact anybody at any time.

I have an addiction to drugs/alcohol or gambling

I have no digital skills

I am homeless or estranged

I have a mental health condition

I have anger management issues

I am in debt

I have a learning disability

Modern Slavery

I am deaf

Mobility Issues restrict me

I have suffered bereavement

Prison leaver or Criminal Record

I am blind

I am terminally ill or having medical treatment

I have just left care/I'm a young carer

I have suffered domestic or sexual abuse

I can't read/write or speak English

I'm having gender reassignment

Victims of Crime

I'm in witness protection



Support Organisations



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Addiction

ORGANISATION	SERVICES	CONTACT
CRISIS		
Alcohol		
Addiction Helper	Advice on NHS treatments	0800 915 9400 – free call-back service , 24hr 24 hours
Drugs		
Frank	Friendly, confidential drugs advice	Tel: 0300 123 6600. Txt: 82111. Live chat 2-6pm
Release	Legal advice on drugs	020 7324 2989 – free
CAUK	Cocaine Anonymous UK. It a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from their addiction. The only requirement for membership is a desire to stop using cocaine and all other mind-altering substances.	Tel: 0800 612 0225 (10am – 10pm everyday) email: wtf@cauk.org.uk
Gambling		
CNWL National Problem Gambling Clinic	Support and advice for gambling addictions	020 7534 6699
Gambling Therapy	Therapy for gambling addictions	Free online service
Gamcare	Helpline, counselling, online service Livechat	0808 8020 133 – free, 08:00-00:00, 7 days a week
FOR RELATIVES		
Families Anonymous	Support and advice for those with relatives with addictions	0845 1200 660 Online forum
Cruse	Support and advice for those suffering from addiction-related bereavement	0808 808 1677
 Alateen	Support and advice for young relatives of alcoholics	020 7593 2070
 Department for Work & Pensions	National Assoc for Children of Alcoholics. A helpline	0800 358 3456

Addiction: Thornton Heath local services

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Alcoholics Anonymous	Peer-led support programme	All	Alcoholic anonymous: www.alcoholics-anonymous.org.uk or call Helpline: 0800 9177 650
Inspire	Local support for adults with alcohol & drug addiction	You can refer yourself or be referred by your GP, housing provider, probation and other professionals	Contact Telephone Number: 0208 417 1960 Address: Wilson Hospital, Cranmer Road, Mitcham, Greater London, CR4 4TP Website: www.cdars.org.uk . Contact email address: info@cdars.org.uk Contact Telephone Number: 0208 686 3945
Turning Point Croydon	Thornton Heath (Croydon) Drugs & Alcohol Recovery Team for 18+ people who reside in Thornton Heath	Referrals are accepted from GPs, social services, probation, as well as statutory and non-statutory services. Individuals can refer themselves by telephone or letter to the team base.	Address: Turnaround Centre, 51-55 South End, Croydon, Greater London, CR0 1BF Website: www.turning-point.co.uk . Contact email address: CroydonRecoveryNetwork@turning-point.co.uk
Drug Addicts Anonymous	Peer Led support programme		http://www.drugaddictsanonymous.org.uk/ or call: for London 0300 030 3000



Bereavement

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Child Bereavement UK	Face-to-face support: family support groups, young people's group, parents' group, drop-in service	Families where a child has died, where young people up to 25 are bereaved, or families expecting bereavement	Helpline: 0800 028 8840 – Mon-Fri, 09:00-17:00 https://childbereavementuk.org/for-families/support/west-london/
Cruse	Support: face-to-face, email and website	All bereaved people	0808 808 1677 – Mon/Fri 9:30-17:00; Tues/Wed/Thurs 9:30 – 20:00 Croydon Branch: contact : 020 8916 0855 (24-hour answerphone). Email: croydon@cruse.org.uk Website: www.crusecroydon.org.uk
Survivors of Bereavement by Suicide (SOBS)	Support group	Those 18+ bereaved by suicide	Helpline: 0300 111 5065 – free, 09:00-21:00, 7 days a week For location of local support ,call Ann on 07851420526 (North Cheam area)
CRISIS			
Bereavement Trust	Helpline out-of-hours	All affected by bereavement	0800 435 455 – free, 7 days a week, 18:00-22:00
Bereavement Advice Centre	Helpline	All affected by bereavement	0800 634 9494 – free, Mon-Fri, 09:00-17:00
Child Death Helpline	Helpline	All affected by death of a child	Landline: 0800282986 – free Mobile: 08088006019 – free Mon-Fri 10:00-13:00, Tues -Wed13:00-16:00, 7 days 19:00-22:00
Suicide Bereaved Network	Volunteer-led support groups	All affected by bereavement by suicide	For more info call: 0300 999 0003
The Bereavement Counselling Charity	Counselling	All affected by bereavement	For adults: 07827 491902 For children: 07827 492158 Counsellor will arrange a visit
FOR YOUNG PEOPLE			
Grief Encounter	Helpline to connect to other support incl.	Bereaved young people 14+	020 8371 8455 support@griefencounter.org.uk

Care Leavers/ Social Care

ORGANISATION	SERVICES	CONTACT
Care Leavers Association	A national user led charity aimed at improving the lives of care leavers of all ages. We bring together the voices and experiences of care leavers to support care leavers of all ages, improve the current care system and change for the better society's perception of people in care.	Tel: 0161 637 5040 Email: info@careleavers.com
Coram Voice	Enables and equips children and young people to hold to account the services that are responsible for their care. We uphold the rights of children and young people to actively participate in shaping their own lives.	0808 800 5792 – free, Mon-Fri, 09:30-18:00; Sat 10:00-16:00 Interpreters available. Click below to see what they offer: http://www.coramvoice.org.uk/professional-zone/about-us

Deaf

Deafness / Hearing Impairment

ORGANISATION	SERVICES	CONTACT
HELPLINES		
DeafPlus	Support and employment advice	http://www.deafplus.org/what-we-do/bsl-advice-helpline/ Unusual hours
RAD – Royal Assoc for Deaf People	The Royal Association for Deaf People (RAD) is committed to supporting Deaf culture, history and language. We consult with Deaf people to make sure we fully understand their needs	Tel 0845 688 2525 Email: info@royaldeaf.org.uk
Action on Hearing Loss	Support and advice	Telephone: 0808 808 0123 / Textphone: 0808 808 9000 / Text: 0780 000 0360
Hearing Link	Support and advice	Telephone: 0300 111 1113 / Text: 07526 123255 Mon-Fri, 10:00-14:00
Sense	Support and advice for deafblind people	Telephone: 0300 330 9256 or 020 7520 0972 / Textphone: 0300 330 9256 or 020 7520 0972
SignHealth: DeafHope	Sign-language service for deaf women and children suffering from abuse	Text: 07970 350366 Voice/minicom: 020 8772 3241



Blindness

Blindness/ Visual Impairment

ORGANISATION	SERVICES	CONTACT
RNIB		RNIB helpline: 0303 123 9999 helpline@rnib.org.uk
SELVIS	Sth East London Vision. A registered charity that supports people living with sight loss . ensure they can live independent lives and access high quality services when and where they need them.	Tel: 020 3815 3660 Email: info@selvis.org.uk
Metro Blind Sport	a London-based charity; our aim is to open doors to sport for all vision impaired people, regardless of age or sporting ability.	Enquiries – send email from the website
Thomas Polkington Trust	Committed to making a positive difference to the lives of people with sight loss. Committed to increasing awareness and understanding of the needs of people with sight loss and to developing and implementing services which meet their needs and improves lives.	Tel: Phone: 02089 950 880 Email: info@pocklington-trust.org.uk



Deaf blind

ORGANISATION	SERVICES	CONTACT
Sense	Support and advice for deafblind people	Telephone: 0300 330 9256 or 020 7520 0972 / Textphone: 0300 330 9256 or 020 7520 0972
Deafblind uk	Support people with combined sight and hearing loss to live the lives they want.	Tel: 01733 358100 for both voice and text calls Email: info@deafblind.org.uk



Debt

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Turn2Us	national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.	All affected by debt	Link for contact form: https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form
Citizens' Advice	Support and advice	All	Central Library, St Nicholas Way, Sutton, SM1 1EA. Drop-in Open 9am – 5pm Mon - Fri Tel: 0208 405 3552
HELPLINES			
National Debtline	Helpline		0808 808 4000 – free, Mon-Fri, 09:00-20:00; Sat, 09:30-13:00
Stepchange	Helpline		0800 138 1111
Shelter	Helpline		Public advice line: 0344 515 1540 For under 25s: 0344 515 1540
NHS stress line	Helpline		0300 123 2000 – 7 days, 08:00-22:00
TaxAid	Advice on tax to those on low incomes (up to £20k a year)		0345 120 3779 – Mon-Fri 10:00-12:00
Debt Advice Foundation	Helpline		0800 043 40 50 – Mon-Fri 08:00-20:00, Sat 09:00-15:00

Domestic/sexual violence

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ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Refuge	National helpline and outreach services	Women suffering from domestic/sexual violence	0808 2000 247 – free, 24hr
Solace	SASS: advocacy for 16+ adults Sanctuary scheme: to prevent homelessness as a result of abuse Family and Children's Support: therapeutic support for young people incl. support group for mothers WRAP: support groups for women affected by abuse Peer support: survivors trained to offer 1-1 support to women experiencing abuse Perpetrator intervention: to help them change Counselling: for 16+ women Legal advice and representation Silver Project: support for 55+ women Irish and Irish Traveller service	Range of services differ	Rape crisis: 0808 801 0305 Advice and information: 0808 802 5565
South London Rape Crisis	Face-to-face and group therapy incl. for parents, partners and friends of survivors Advocacy for legal system	Women and girls 14+	Helpline: 0808 802 9999 – 7 days, 12:00-14:30; 19:00-21:00 ; Mon-Fri 15:00-17:30 South London centre: 0208 683 3366, CR9 2AW
Woman's Trust	Counselling and support groups		020 7034 0303/0304, Mon-Fri 09:30-17:00
Rights of Women	Free legal advice		020 7251 6577 – Mon 11:00-13:00; Tues-Thurs 14:00-16:00
SignHealth: DeafHope	Deaf Hope is the only sign language based service working with Deaf women & children who suffer from domestic violence & abuse. They communicate with them in sign language to offer the support & advice they need.		Email: deafhope@signhealth.org.uk SMS/ Text: 07970350366 Tel: (voice/ text phone) 02087723241



Domestic/sexual violence

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ORGANISATION	SERVICES	CONTACT
LGBT Domestic Abuse Partnership	Support and advice	0207 704 2040
Mankind	Helpline for men	01823 334 244, Mon-Fri 10:00-16:00
Men's Advice Line	Helpline for men	0808 801 0327 – Mon-Fri 9:00-17:00
Domestic Violence Intervention Project	Support groups and helpline	Support groups for men and women: 020 7633 9181 Helpline for young people wanting to change behaviour: 020 8741 8020
Action on Elder Abuse	Helpline for elder people	080 8808 8141 – free

Gender reassignment

ORGANISATION	SERVICES	CONTACT
Mermaids	Support and advice	0344 334 0550 – Mon-Fri, 09:00-21:00
Beaumont Society	Support and advice	01582 412220 – 24/7
Stonewall	Support and advice	08000 50 20 20 – Mon-Fri, 09:30-17:30



General support

ORGANISATION	SERVICES	CONTACT
Samaritans	Support and advice on all vulnerabilities	116 123 – free 1-5 Angus Street, SE14 6LU
Citizens' Advice	Support and advice on a huge range of issues	Central Library, St Nicholas Way, Sutton, SM1 1EA. Drop-in Open 9am – 5pm Mon - Fri Tel: 0208 405 3552
Cambridge House Law Centre	Free legal services and employment advice	0207 358 7025 1 Addington Square, London SE5 0HF
Money Advice Service	Financial support and advice Online, phone and face to face	Tel: 03005005000
Change, Grow, Live - Surrey	CGL Surrey is a free and confidential drug and alcohol service for adult offenders. They work with individuals to support them to achieve their recovery goals and we work in partnership with other statutory and non-statutory services to ensure people are signposted to external agencies to ensure all their needs are met, both in regards to substance misuse and additional needs.	Based at Bradmere House in Leatherhead. Call on 01372 748 350 or email on surrey.info@cgl.org.uk or surrey.info@cgl.cjsm.net (secure email).
Birth Companions	Support for women experiencing significant disadvantage during pregnancy, birth and early parenting	Community Link service: 07896 112 460



Homeless/estranged

ORGANISATION	SERVICES	CONTACT
No Second Night Out	Support and advice	0300 500 0914
StreetLink	To report sleeping rough	0300 500 0914 or online http://www.streetlink.org.uk
Shelter	Support and advice Interpretation and translation services	0808 800 4444 - free, Mon-Fri, 09:00-17:00; Sat-Sun, 08:00-20:00 Public advice line: 0344 515 1540 For under 25s: 0344 515 1540 http://www.shelter.org.uk
Crisis	Support and advice	Tel: 0844 251 0111 https://www.crisis.org.uk
Spear London	Support and Advice	http://www.spearlondon.org
Salvation Army	Support and advice	http://www.salvationarmy.org
Croydon Night Watch	Immediate support	http://croydonnightwatch.org.uk
Croydon Housing Advice Service	Support and advice	https://www.croydon.gov.uk/info/200502/housing_advice_and_options/1310/housing_advice/7



Learning disabilities

ORGANISATION	SERVICES	CONTACT
Croydon Mencap	Support and advice	02088081111 – Mon-Fri 09:00-17:00
British Institute of Learning Disabilities (BILD)	Support and advice	By telephone: 0121 415 6960 By email: enquiries@bild.org.uk
Disability Law Service	Legal advice	02077919800 9:30am until 5:30pm (Monday to Friday) Or can email – see website
Scope	Support and advice	0808 800 3333 – free, Mon-Fri 09:00-17:00
PLUS	Varied support for adults	020 8297 1250
Adult Social Care	Support and advice in Sutton	https://www.sutton.gov.uk/info/200333/adult_social_care/1640/learning_disabilities_-_support_for_adults

Limited English/illiteracy

ORGANISATION	SERVICES	HELPLINES/LOCATION
Refugee Women's Association	English language courses – free, incl. travel expenses and childcare costs	020 7923 2412 – Mon-Fri 09:30-17:30
Refugee Council	Support and advice	020 7346 1047 Employment support: 020 4346 1047
Groundwork London	Employment training	020 7922 1230 18-21 Morley Street, SE1 7QZ
South Thames College	Initial Assessment for ESOL Every Thursday 9.30-12.30	Please Refer online by college website

Mental health

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ORGANISATION	SERVICES	CONTACT
Samaritans	Helpline for support and advice	116 123 – free, 24hr
SANE	Helpline for support and advice	0300 304 7000 – 7 days 16:30-22:30
Mind	Support, advice and information	0300 123 3393/ 020 8288 9620 Mon-Fri 09:00-18:00 Fairburn Centre, 187 London Rd, Mitcham CR4 2JB
On Uncommon Ground	Support for young LGBT people	07584070710
Croydon, mental health, support for adults	Support and advice in Croydon	Contact GP First
Bipolar UK	Support and advice Support groups	0333 323 3880, Mon-Fri 09:00-17:00 Youth group : SW1V 1RB
Anxiety UK	Support and advice for those with anxiety	08444 775 774 – Mon-Fri 09:30-17:30
No Panic	Support for sufferers of panic attacks and OCD incl. courses and helpline	0844 967 4848 – Mon-Fri 10:00-22:00 For 13-20 year olds: 0330 606 1174 Mon-Fri 15:00-18:00
OCD Action	Support for those with OCD incl. treatment and online resources	0845 390 6232 – Mon-Fri 09:30-17:00
Anxiety UK	Support for those with anxiety	Infoline: 08444 775 774 – Mon-Fri 09:30-17:30




ORGANISATION	SERVICES	CONTACT
Belmont Connect	A place to socialise, find friendship and support in a friendly, relaxed and unstructured atmosphere. No formal referrals are required to become a member of Croydon drop-in Club.	To find out more information about the drop-in, or to make an appointment to see one of the Peer Support Workers, please call: 02087700172 Open on Mondays 10.30am to 3pm, Tuesdays and Thursdays from 10am to 3pm. On Fridays 10.30am to 2.30pm.
PAPYRUS	Prevention of young suicide	Confidential Helpline: Hopeline UK : 0800 068 4141 Mon-Fri 10:00-22:00, Sat-Sun 14:00-22:00
London BDP Carers Group	Support group for those caring for people living with borderline personality disorder	07955 097121
Rethink Mental Illness: support for siblings	Support group for those 18+ with a sibling affected by mental illness	0121 522 7007

Modern slavery/ human trafficking

ORGANISATION	SERVICES	CONTACT
Unseen	Modern Slavery Helpline and online report form	08000 121 700
Salvation Army	24/7 helpline	0300 3038151
Hope for Justice	Hope for Justice is among those organisations taking the lead in addressing the issue of modern day slavery in today's Great Britain. Their organisation is the only NGO working from the point of rescue right through to advocacy."	Spot the signs
Crimestoppers	Helpline	0800555111

Prison leavers/criminal record

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ORGANISATION	SERVICES	CONTACT
Blue Sky	Employment support for people with criminal record Based in Denham (near Uxbridge, West London) we manage and deliver a wide range of grounds maintenance and related environmental services for local authorities, parish councils and industrial/business parks in West London	Tel: 01895 839 848 E-mail: info@blueskydevelopment.co.uk Applying for a job or referring someone to Blue Sky. You can find an application form here .
GROW	Employment support for young people	020 7708 8000 / 020 7708 8000 / GROWproject@stgilestrust.org.uk
Bounce Back	Practical training courses for young people	020 7735 1256 Pop Brixton Unit L05 and L10, 49 Brixton Station Road, SW9 8PQ
Catch 22: Offender Management and Resettlement	Support for adult male prisoners from entry to prison to transition back into community life	0208 3317418
Revolving Doors	Support and advice for those with mental health problems Support forum	020 7407 0747
Clinks	Information	Directory of services
Bridging the Gap	Support and advice	020 8090 1486
Startup	Mentoring programme plus financial support for those seeking self-employment	01844 279548 Women's programme
 NACRO Resettlement	Advice on and advocacy for barriers to employment	Resettlement advice: 0300 123 1999



Prison leavers/criminal record

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ORGANISATION	SERVICES	CONTACT
Unlock	Support, advice and advocacy	Self-help information and online forum Helpline: 01634 247350 – Mon-Fri 10:00-16:00
Offenders' Families Helpline	Helpline for those with relatives in criminal justice system	0808 808 2003 – free, Mon-Fri 09:00-20:00, Sat-Sun 10:00-15:00
PACT	Helpline for those with relatives in criminal justice system	0808 808 3444
MyOptions	Training and Employment help	'MyOptions' Call Amit on 07565474000
Langley House Trust	Support and advice incl. 4 London residential projects Pathways to Change programme with Kainos Community : 6-month programme for 18+ males	0208 253 0450 Make a referral Pathways to Change: 01962 712163
Foundation 4 Life	Workshops for young people offending/at risk of re-offending incl. employment support	+44 208 662 4480 Pathfinders peer mentoring: +44 208 662 4480
Women in Prison	Support and advice Training and Employment help 100% results.	http://www.peoplearisenow.org.uk/ contact vmccain@peoplearisenow.org.uk
BLAST	Training and mentoring programmes for ex-offenders	+44 (0) 1753 891829



Self-harm/suicide

ORGANISATION	SERVICES	CONTACT
Samaritans	Emergency support and advice	116 123
HopeLine UK	Emergency support and advice	08000684141 – Mon-Fri 10:00-22:-00, Sat-Sun 14:00-22:00
The Mix	Employment support	08088084994 Online chat
Lifesigns	Support and advice	Online forum
Selfharm UK	Support and advice	general enquiries please email - info@selfharm.co.uk
Maytree Suicide Respite Centre	Respite centre for those suffering from suicidal thoughts	020 7263 7070
PAPYRUS	Helpline for young people thinking about suicide	0800 068 41 41 – Mon-Fri 10:00-22;00, Sat-Sun 14:00-22;00
Campaign Against Living Miserably (CALM)	Helpline for young men	0800 58 58 58
Mind	Information	Directory
SupportLine	Helpline and information	01708 765200



Terminal illnesses/medical treatment

ORGANISATION	SERVICES	CONTACT
Marie Curie	Helpline and support Online community	0800 0902 309 Mon 08:00-18:00, Sat 11:00-17:00
Turn2us	Information on benefits and support	Find an advisor
Age UK	Helpline and support	0800 678 1174
Disability Rights UK	Support and advice Helpline	Equality Advisory & Support Service : 0808 800 0082 / textphone: 0808 800 0084 Mon-Fri 09:00-19:00, Sat 10:00-14:00 Personal budgets helpline : 0300 555 1525 Tues and Thurs 09:30-13:30
Sue Ryder	Care services	Online community Information
Terence Higgins Trust	Legal advice for those living with and affected by HIV (excl. commercial, criminal and family law)	0808 802 1221



Witness protection

ORGANISATION	SERVICES	CONTACT
UK Protected Persons Service	We don't just protect witnesses, but a wide range of people considered to be at risk of serious harm. For example you may be the subject of honour based violence or in some way helping with the investigation of serious crime.	<p>Referrals can only be made to the UKPPS by police forces, the National Crime Agency and other law enforcement bodies.</p> <p>Members of the public cannot refer themselves to the UKPPS. If you have concerns about your safety you should contact your local police force in the first instance or dial 999</p>



Victims of crime

ORGANISATION	SERVICES	CONTACT
Victim Support	Advice; victim assessment and referral service	<p>Helpline: 08 08 16 89 111 – free, Mon-Fri 09:00-21:00; Sat-Sun 09:00-19:00</p> <p>Live chat: Mon-Fri 09:00-17:00</p> <p>Young people: 0808 178 5184</p> <p>South London: 0808 168 9291 – free, Mon-Fri 08:00-20:00; Sat 09:00-17:00</p> <p>Southwark: 020 7277 1433, Mon-Fri 09:00-17:00</p>
Independent Police Complaints Commission	Reporting	0300 020 0096 – Mon-Fri, 09:00-17:00

Ex - Armed Forces

ORGANISATION	SERVICES	CONTACT
Veterans UK	Veterans UK administers the armed forces pension schemes and compensation payments for those injured or bereaved through service.	Tel: 0808 1914 2 18
SSAFA	SSAFA, the Armed Forces charity, exists to relieve need, suffering and distress amongst the Armed Forces, veterans and their families in order to support their independence and dignity.	Helpline 0800 731 4880 (Weekdays 9.00 to 17.30)
Veterans Support	Information & Resources for Military Veterans & their families	Link to a lot of other charities giving support for veterans: http://www.veteransupport.co.uk/category/charities/



Digital capability for customers

ORGANISATION	SERVICES	CONTACT
InSpire	free 8-week computer classes	020 7740 6868
Thornton Heath Library	Free computer classes Free help with online job hunting	Drop in on Monday from 13:30-15:30 190 Brigstock Road, CR7 7JB – Tel 02037001023
Barclays Digital Eagles	If looking to get more from the internet, our Digital Eagles are here to give practical and helpful advice.	N/A Information is on website
Learn MyWay	Learn My Way is a website of free online courses for beginners, helping you develop digital skills to make the most of the online world.	Register online to complete courses
Online Centres Network	Local digital support	Find a centre

DWP Intranet links: Further information available

	Legacy	UC only info
Alcohol & Drug Dependency	Alcohol & Drug dependency	-----
Bereavement	Bereavement Benefit Bereavement Support Payments (after 6 th April 2017)	Death & Bereavement - UC
Hearing / Speech Impairment	Hearing/ Speech Impairment	-----
Blindness	Blind / Partially sighted	-----
Personal Budgeting Support/ Debt	-----	Personal Budgeting Support – UC
Domestic / sexual violence	Domestic Violence – Legacy overview & easements	Domestic Abuse - UC
Gender Reassignment	Gender reassignment	-----
General Support	Health Conditions & disability – benefits guide & links	-----
Homelessness	Homelessness	Homelessness - UC
Mental Health / Learning Disabilities	Mental Health issues and/or learning disabilities	-----
Modern Slavery	Human Trafficking	-----
Prison Leavers	Ex offenders	-----
Self Harm/ Suicide	Suicide & Self Harm	-----
Victims of crime	Victims of Crime	-----
Ex- armed forces	Veterans Interview Programme Personal Budgeting Support – UC	-----

Benefit Easements for Claimants on Legacy or UC

Group	Legacy	UC
Drug and Alcohol Abuse	Case by case basis Occasional case-conference with Ashley Patterson	Work requirements can be switched off for up to 6 months from the start date of treatment. Only one such period in any rolling 12 month period. Switch back on after treatment or sooner if they do not remain in treatment
Care Leavers	Case by case basis	Waiting days exemption if under 22 years and making first claim to UC. Day one access to APA and PBS
Ex Offenders	Case by case basis	Waiting days exemption if they have left prison in the last month If MAPPA contact Gill Consider help with method of payment if holds no bank account.
Domestic Violence	Easement up to 13 weeks	Waiting Days exemption if a victim of domestic violence within last 6 months. Switch off work related requirements. Exemption of 18-21 year old Housing Rules. Offer Personal Budgeting Support.

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Date	Issue	Resolution	Update/ Status Rating	By whom	Date of Review
30.06.2017	How do we support claimants who present vulnerability in the jobcentre effectively and efficiently?	Front of House team to signpost to appropriate support when claimant Presents vulnerability, using existing tools e.g. District Provision Tool, assisting with digital claim & referring to local provisions or in-house digital support and face to face support e.g. Homeless person Lead, Drug & Alcohol Lead or Care Leaver Lead	Review date 30.09.17	Information Redacted	
30.06.2017	How do we support claimants who present vulnerability making a claim /or further into their claim.	Assisted Service Manager available at FOH to assist vulnerable customers to make their UC claim. Work Coach to be up-skilled on local organisations and provisions to signpost/ support vulnerable claimants with current claims.	Review 30.09.17	Information Redacted	
30.06.2017	If issue can not be resolved via Work Coach/ Service Centre case conference then how can it be escalated?	Raise issue with SIL to escalate to relevant expert in order to resolve complex issue	Review 30.09.17	Information Redacted	



The Sutton Plan

Date	Issue	Resolution	Update/ Status Rating	By whom	Date of Review
30.06.2017	How do we support vulnerable claimants Who do not have an assigned Work Coach?	HEO to allocate a Work Coach to vulnerable customer to resolve complex issues. Work Coach to refer or Signpost to resolve complex issues.	Review 30.09.17	Work Coach Team Leader & Work Coach	30.06.2017
30.06.2017	How do we effectively support and build relationships with Vulnerable Claimants following a home visit with visiting officer?	Visiting Officers liaises and refers vulnerable customer to SIL. SIL to assign to DEA to preview case before assigned to Work Coach who will select light touch as an introduction.	Review 30.09.17	SIL's & DEA	30.06.2017
30.06.2017	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. Weekly Tele-kits	Review 30.09.17	All staff	30.06.2017

Date	Issue	Resolution	Update/ Status Rating	By whom	Date of Review
30.06.2017	How can we ensure that all Colleagues know how to use District Provision tool and increase its usage?	Partnership Manager & EA's to up-skill all staff and provide information local provision(s) and organise workshops for staff demonstrated how useful to DPT , Disability & Knowledge Hub.	Review 30.09.17	Information Redacted	30.06.2017
30.06.2017	How can we ensure that we build and maintain strong relationships with External partnerships, LA's etc..?	All staff to increase their knowledge of organisations, provision & local stakeholders in order to help our vulnerable Claimants resolve any complex issues e.g. Macmillan Care, MIND, CAB and NHS Mental Health Services; Partnership Manager to build and maintain strong relationships with external partnerships. Work Coaches and FOH team to visit local providers regularly.	Review 30.09.17	Information Redacted	30.06.2017
30.06.2017	How can we support Vulnerable Claimants (in the Service Centre) and encourage / ease them into attending future appointments in the Jobcentre.	Identify named contacts in the service centre to liaise with JCP/UC staff to maintain regular contact and build strong relationships to enable all to meet customer expectations when accessing our service	Review 30.09.17	Information Redacted	30.06.2017



Discretionary Housing Payments

- Some claimants experience a shortfall in the rent payments, struggle to pay, so get into rent arrears
- These claimants can use **Discretionary Housing Payment Form** to get support from their Council
- Croydon Council link:
- [Croydon Council - Discretionary Housing Payment](#)

[More information on DHPs](#)

Types of housing	Meaning
Temporary accommodation	Living provision for unintentionally homeless households in priority need. Circumstances may include: <ul style="list-style-type: none">• Waiting for the completion of inquiries into an application• Waiting for secure accommodation to become available Includes: private sector rented housing, social housing, hostels
Supported Housing	Housing provided alongside care or supervision to help people live as independently as possible. Includes: hostels, refuges, supported living complexes, sheltered housing.



Interview techniques

- Some claimants are happy to share or will have identifiable needs, but others will be less prepared to disclose:
 - They may be unaware of their condition.
 - They may feel that disclosure could jeopardise their search for work.
 - They may feel that the environment is not sufficiently private.
- Engaging with a vulnerable claimant requires skill in **building trust**. The most effective way to get the required information is through **tactful and specific questions**.
- To gauge whether a claimant is homeless
 - *Where are you currently sleeping?*
- To gauge whether a claimant has a mental or physical disability
 - *Is there anything that has stopped you from employment in the past?*
- To gauge whether a claimant has a type of addiction
 - *Is there anything you feel is holding you back from employment?*
- To gauge whether a claimant is in financial difficulty
 - *Is there anything stopping you from keeping up payments?*
 - *Is there a particular reason your benefits aren't covering your expenses?*
- To gauge whether a claimant has family members with complex needs
 - *Do you feel especially responsible for any family members?*
- To gauge whether a claimant has had a specific experience preventing them from seeking work e.g. domestic abuse, victim of crime
 - *Is there anything that you feel the conditions of your claimant agreement doesn't account for?*
 - *Is there any other support that you feel you would benefit from?*
 - *Is there anything you don't feel comfortable discussing here/with me?*



Dealing with disclosures from claimants

- Thornton Heath 6-point Suicide Plan:



- Emergency helplines for specific crises can be found under named slides
- Staff must be supported in their own well-being after hearing a disclosure:
 - Internally: communication with colleagues
 - Externally: support from services like Samaritans (phone: 116 123)



Support for staff wellbeing

Click on the boxes for more information

[DWP Intranet site](#)

**Healthy Lifestyle
Toolkit**

**Mental Wellbeing
Toolkit**

**Lifestyle
Diseases/Chronic
Health Conditions
Toolkit**

**Social
Connectivity
Toolkit**

**Musculoskeletal
Conditions Toolkit**

**Physical Safety
Toolkit**

**Financial
Wellbeing Toolkit**



Version	Author	Date Amended	Reason for review	Signed off by	Next Full Review
1	Information Redacted				