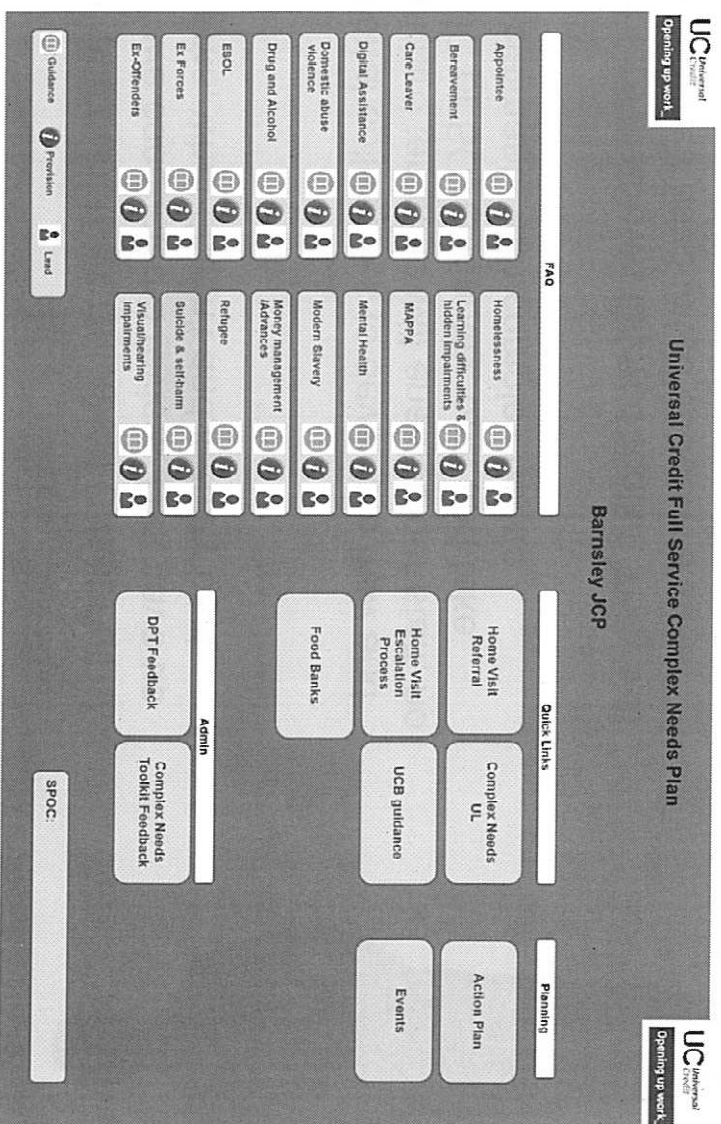


# The Complex Needs Toolkit Comm's Pack



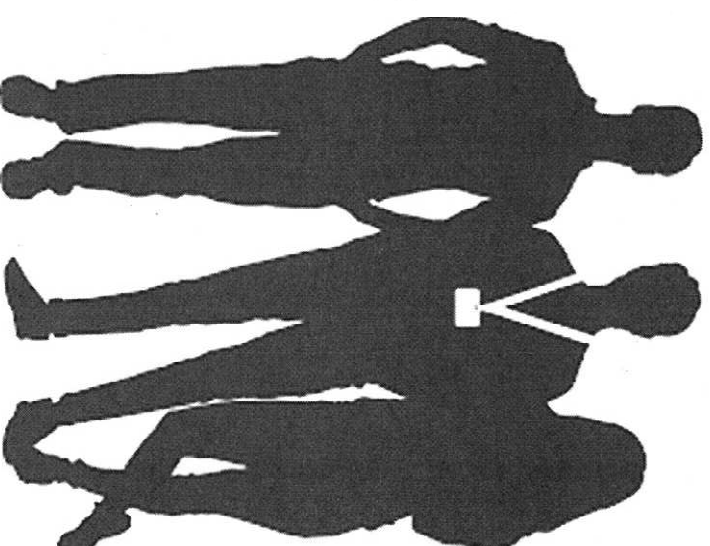
UC Health Design and Complex Needs Portfolio | UC Service Design & Transformation

## The Complex Toolkit so far

As the complex needs toolkit rolled out to all Universal Credit Full Service sites in October 2017 we conducted a review. This gave us an opportunity to see what works, what doesn't and identify best practices.

We have worked with operational colleagues to develop a new and improved version. Now a standard template will enables our staff, no matter if they are based in a JC or SC, to identify, own and take appropriate action to support claimants with complex needs

Service Centres no longer require their own tailored toolkit. They will be expected to link and feed into their associated Jobcentre sites using the information stored on their toolkits.



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[https://intranet.dwp.gov.uk/manual/south-yorkshire-dsd-domestic-violence-victims-barnsley](#)

File Edit View Favorites Tools Help

People & Teams Locations Apps

DWP Intranet Working in DWP Operational Instructions Organisation Business Area News

Search

Domestic Violence victims o...

Home / Operational Instructions / District Provision Tool (DPT) / South Yorkshire DPT / Specialist Support / Domestic violence (victims of) / Domestic Violence (victims of) Barnsley

## Domestic Violence (victims of) Barnsley

### Feedback

Do you have any

- District Provision
- South Yorksh
- South York-
- Specialist
- Domest
- (victims
- Inspire t
- Domestic Violence (victims of) Barnsley
- Pathways Family Support Service
- IDAS

Pathways

For more details for more

Contact Details

Useful links





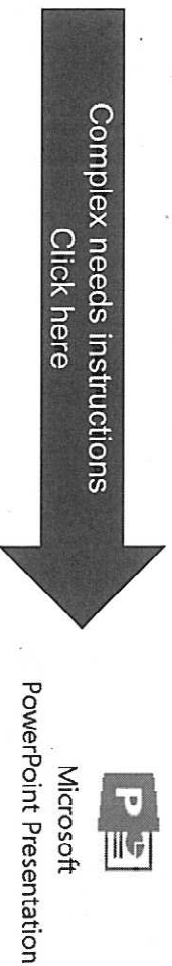


# Instructions and learning for the complex needs toolkit

Please follow the instructions on how to set up your toolkit.

The instructions include;

- Tips and best practice for the DPT
- How to set up your hyperlinks in the FAQ section of the toolkit
- How to manage the event tab
- How to best to use the action plan tab
- Where to save your toolkit
- Governance and change request template
- An email list of all DPT publishers



## Complex Needs Toolkits – Instructions for Jobcentres.

The Complex Needs Toolkit is an interactive hub which signposts the user to UCFS guidance, local provisions/ support and wider DWP guidance.

Sites must ensure that the Toolkit is updated and maintained on a regular basis.

### **DPT**

The Toolkit relies on the accuracy of your sites DPT so you must ensure that your local DPT page is organised and updated.

### **A good example**

South Yorkshire's DPT - <https://hpanel.dwp.gov.uk/manual/south-yorkshire-dpspecialist-support>

All specialist support is broken down into Towns : Barnsley, Rotherham, Doncaster, Sheffield. This makes it easier to locate the nearest provision to the customer.

All SME/Leads have been added to a subpage.

**List of DPT SPOCS in each group to be recorded here.**



# Complex Needs Toolkit – A User Guide

The Complex Needs Toolkit is an interactive hub which signposts the user to UCFS guidance, local provision/support and site subject matter experts (SMEs).

The following information will help you make the most of the new toolkit template.

## The toolkit template

The new toolkit template is available at the following link:

- <\\dfz70590\106124008\workgroup\Public Info\Complex Needs Toolkits\Toolkit Resources\Toolkit Template.xlsm>

### Example – Barnsley Jobcentre complex needs toolkit

<\\dfz70590\106124008\workgroup\Public Info\Complex Needs Toolkits\Toolkit Resources\Example Toolkit - Barnsley.xlsm>

## The layout of the new toolkit

The new toolkit consists of three sections.

### Home Page

The Home Page tab hosts information and provision for the main complex needs groups. This information can be tailored for your site.



This icon takes you to the guidance.

(hyperlinks are already added to the template but may be changed to suit the needs of the colleagues on site)



This icon takes you to the provision located on the DPT

(each site to add hyperlinks)



This icon takes you to the site Lead/SME on the DPT

(each site to add hyperlinks)

To add or amend a hyperlink:

1. Select the icon that you want to display as a hyperlink.
2. Right-click the icon and click 'Hyperlink' on the shortcut menu.
3. Type or paste your link into the 'Address' box.

### Events

The Events tab on the toolkit is designed to record all your local events and activities. This can include any up-skilling sessions, or partnership/community events. This information may be useful to your linked service centre and other sites, who may ask to attend and send a representative.

### Action Plan

The Action Plan tab is designed to record any complex needs issues/gaps identified at your site, and the actions you are taking to resolve them. This information may be useful to other sites who are experiencing similar issues. It can also be used as an audit trail of actions taken in your area to support claimants with complex needs.



## Making the most of your toolkit

Complex needs toolkits are only as good as the information they contain or link to. Remember to regularly review:

1. Your toolkit - individually and as a team - and keep it up-to-date
2. The District Provision Tool (DPT) for your area and ensure the information it contains is up-to-date and comprehensive.

**Example - South Yorkshire DPT** (<https://intranet.dwp.gov.uk/manual/south-yorkshire-dpt/specialist-support>)

- All specialist support is broken down into towns (Barnsley, Rotherham, Doncaster, Sheffield), making it easier to locate the nearest provision to the customer.
- Site SMEs/Leads have been added to a subpage.

## Making your toolkit accessible to all

Once moved to the new template, all toolkits should be saved in the correct folder for your Group, in the shared folder at the following link:

- <\\dfz70590\106124008\workgroup\Public Info\Complex Needs Toolkits>

## Change governance

Ideas and improvements to the toolkit should be captured on the toolkit change request template and sent to the complex needs toolkit inbox:

- [Toolkit Change Request Form.docx](#)
- 

A link to

also be found on the Admin section of the toolkit.



# Complex Needs

[Universal Learning](#)
 Search the Complex Needs section

## Related external links

[Appointment Booking](#)

**Complex needs reflect personal circumstances and/or life events that present an individual with extra challenges in accessing Universal Credit Full Service, using the service and moving towards work and financial independence.**

[District Provision Tool](#)
[Capital and Savings](#)
[Case Management](#)
[Children](#)
[Claim Closure](#)
[Claimant Commitment](#)
[Complex Needs](#)
[Earnings](#)
[First Assessment Period](#)
[Fraud & Error](#)
[Health](#)
[Housing](#)
[Labour Market](#)
[Payment](#)
[Sanctions](#)

Guidance	Spotlights	Bitesize
<a href="#">At a Glance - Consent and disclosure</a> <a href="#">Complex Needs - Overview</a>	<a href="#">Appointees, personal acting bodies</a> <a href="#">Accessible version</a>	<a href="#">Advances Bitesize</a> <a href="#">Accessible version</a>
<a href="#">Advances-Benefit Transfer</a> <a href="#">Advances-Budgeting Advance</a> <a href="#">Advances-Change of Circumstances</a> <a href="#">Advances -New Claim</a>	<a href="#">Care Leavers</a> <a href="#">Accessible version</a>	<a href="#">Advances Bitesize case studies</a> <a href="#">Accessible version</a>
<a href="#">Appointee, Personal Acting Bodies and Corporate Acting Bodies</a>	<a href="#">Complex needs</a> <a href="#">Accessible version</a>	<a href="#">Consent &amp; Disclosure Bitesize</a> <a href="#">Accessible version</a>

Self-employment			
Transfers and Relocations	Assisted Digital Overview	Home visits	
Universal Credit Full Service		Accessible version	
Welsh Language Line	Care leavers	Method of payment	
Youth Obligation Support Programme		Accessible version	
My Learning	Carers	Non-digital relationships	
Resources		Accessible version	
Serco	Claimant suicide or self-harm – DWP Six Point Plan Framework	Rough sleeping	
Service Innovation Downloads (SID)		Accessible version	
	Consent and disclosure	Universal Credit Health Offer	
		Accessible version	
	Death and bereavement	Universal Support	
		Accessible version	
	Domestic Violence or abuse	Using the claimant profile to record	

	complex needs  Accessible version	
Drug and Alcohol Dependency		
Home visits		
Homelessness		
Modern Slavery and Human Trafficking		
Multi-Agency Public Protection Arrangements		
Passported benefits		
Personal Budgeting Support and Alternative Payment Arrangements		
Prisoners		
Refugees and Asylum Seekers		
Suicide and self-harm		



Speakers of other languages		
Tier One and Tier Two factors to consider for alternative payment arrangements		
Unacceptable customer behaviour		
Universal Support overview		
Work Programme		

**Useful Links**

[Old Intranet](#)  
[Accessibility](#)  
[Security](#)  
[DWP on GOV.UK](#)  
[GOV.UK](#)

**Intranet**

[DWP Intranet Help](#)  
[Contact the DWP Intranet Team](#)  
[DWP Organisation Chart](#)  
[DWP Team Chart](#)  
[Intranet Site Map](#)

