

Dear colleagues,

We would like to take this opportunity to say thank you for your engagement and investment in developing and maintaining your site complex needs toolkits. Following a review conducted by OED, it has been decided that all toolkits should be standardised to support our One Service ambition and to deliver excellent customer service to customers with complex needs.

Your feedback has been incredibly helpful, and enabled us to identify a number of opportunities for improvement. As a result, a new standard template has been designed to make the information contained in the toolkits more consistent, more accessible, and reduce the duplication of information held on Universal Learning and the District Provision Tool (DPT).

With the support of the Complex Needs Operational Forum and the Complex Needs Steering Group, the following has been agreed:

- All sites with 'existing complex needs toolkits' should transition to the new template by the end of the performance year (March 2019).
- With effect from this week (9/7/18) the 'new complex needs toolkit' will be part of UCFS site go live implementation process.
- If you are in the late planning stages of your UCFS site implementation process and have used the previous version of the toolkit you can decide the most appropriate time to transition between now and March 2019.
- Service Centres will no longer be required to have their own toolkit. Instead, they will contribute to the toolkits of their linked sites.
- All toolkits will be stored in a public shared folder so that everyone can access them
- A governance process will be introduced to capture and develop further ideas and improvements.

The following presentation is a good introduction to the new toolkit:

(Please view the slide deck as a slide show)

[Toolkit Intro](#)

The following document includes the new toolkit template, as well as a handy guide to using the new toolkit:

[Toolkit Guide](#)

To support the transition to the new toolkit, OED will run Lync show and tell sessions for each group, starting from w/c 13<sup>th</sup> of august. Each session should include no more than 20 people from your area (2 representatives from each district.)

The transition to the new toolkit is a good opportunity to review the relevant parts of the DPT and ensure the information it contains is up-to-date and comprehensive. Ultimately, the toolkits are only as good as the content they link out to. We also expect toolkits to continue to be discussed and reviewed at any regular comms session, in order to identify and address any recurring issues or trends that might impact the service we offer claimants with complex needs.

We recognise that these changes do involve additional work for your teams, who have already invested heavily in their existing toolkits. However, we believe the changes are worthwhile and will provide the best outcome for colleagues and customers alike.

If you have any questions, please encourage your teams to use the Complex Needs Group on the social intranet.