

# 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:

- [change request template](#)
- [COMPLEX.NEEDSTOOLKIT1@DWP.GSI.GOV.UK](mailto:COMPLEX.NEEDSTOOLKIT1@DWP.GSI.GOV.UK)

A link to provide feedback on the toolkit template can also be found on the Admin section of the toolkit.