

## **Work Search Reviews**

1. Department for Work and Pensions (DWP) deals with a wide range of customers who at some point in their lives may be vulnerable because of life events or disability.
2. The definition of vulnerability for DWP purposes is 'An individual who is identified as having complex needs and/or requires additional support to enable them to access DWP benefits and use our services'.
3. The Individual vulnerable situations are described throughout the customer service A-Z and the vulnerability instructions also contain further information about how to support these claimants.

### **Customers who directly declare, or whose behaviour indicates, an intention to attempt suicide or self harm**

4. This definition also includes claimants who may directly declare, or whose behaviour indicates, an intention to attempt suicide or self harm.
5. It's possible claimants might say they intend to hurt or kill themselves at any point during any intervention we have with them and so it's important to know how to handle this situation.
6. Each office should have a localised version of DWP's six point plan that sets the framework for managing these declarations. It's very important that all staff are aware of their office's six point plan and be able to follow it should the need arise.
7. The basic principles of the localised six point plan should be based on the following:
  - take the statement to self harm or suicide seriously;
  - summon a colleague;
  - gather information;
  - summon emergency help if the claimant is considered to be at serious risk or in immediate danger; and
  - review the incident.
8. More information about managing customer declarations of intent to attempt suicide or self harm can be found in DWP Human Resources (HR).

### **Human trafficking**

9. Human trafficking is the fastest growing form of slavery today and is prohibited under international law, as well as under the criminal laws of the United Kingdom (UK) and other countries.
10. It can include movement of a person from one place to another into conditions of exploitation, including benefit fraud.
11. DWP aims to identify and direct victims of human trafficking to agencies able to support them at the earliest opportunity.
12. Indicators for victims of human trafficking or slavery include:
  - employed for no or minimal wages
  - residing in communal accommodation
  - identity document held by their landlord or employer
  - applications for National Insurance Numbers (NINOs) or benefits facilitated by a third party
  - always accompanied by a third party who answers questions on behalf of the claimant
  - groups of people of the same nationality whose entry to the UK and or employment seems to be controlled by a third party
  - common mobile numbers or addresses from apparently unrelated individuals

13. There is no specific guidance for staff, but if you suspect a claimant may be a victim of trafficking, refer the case to the Fraud and Error Service (FES) via the desktop 'Fraud Referral' icon.

14. Complete the referral in the usual way but select 'Identity Fraud' from the 'other offences' box, providing as much detail as possible and specifying human trafficking.

**Note:** Further information can be found on the human trafficking customer service A-Z entry.