

Spotlight on: Safeguarding and reflecting

Introduction

Colleagues in Universal Credit see claimants with complex, challenging, and sometimes upsetting circumstances.

The aim of this product is to provide tools that will help you maintain emotional health and wellbeing when managing an increasing, diverse and complex caseload.

Safeguarding

You have a duty to protect vulnerable people and you should be alert to possible signs of harm and abuse. If necessary you should alert the appropriate authorities to safeguard the claimant, their children or anyone you come into contact with. See safeguarding vulnerable people. Check your Local Authority's website to find out how to report safeguarding issues in your area.

If you think someone is being abused or you think their safety is at risk, you do not need their permission to report safeguarding issues. See consent and disclosure (pro-active disclosure).

When faced with a claimant who has many problems and need help, the District Provision Tool and your local Complex Needs Tool contain details of organisations that can provide the appropriate support for the claimant. If there is no relevant help available, talk to your line manager.

From time to time our claimants will report circumstances in their lives which raise concerns about their safety or well-being. If you find out that a claimant is suffering from domestic violence or abuse, there are many organisations you can signpost them to for support. See domestic violence or abuse for links to these organisations.

If you believe someone is in immediate danger, you should tell your team leader and call the emergency services.

There may be times when a claimant's behaviour indicates an intention to attempt suicide or self-harm. They may even tell you of their

intention. Your actions must be organised around the assumption that it is a real possibility that the customer will do what they say. [See suicide and self-harm](#) for advice on what to do in these circumstances.

In all cases where you identify safeguarding issues, you should tell your team leader straight away and consider easements or switching off labour market regime interventions.