



UC55

Complex needs

v30.0

Aim and objectives

The aim of this module is to provide you with an awareness of a range of complex needs and the routes to take to support claimants and yourselves.

By the end of this module, with the aid of any reference material, you will be able to correctly:

- explain the range of complex needs that a claimant may have
- explain how you can support claimants with complex needs in specific areas
- state where you can find assistance and provision for claimants and yourselves with regard to complex needs

Complex needs definition

‘A claimant can be considered to have complex needs if their **current circumstances** present particular challenges in:

- accessing Universal Credit
- using the service
- moving towards work and financial independence’

What are complex needs?

Care leaver

Age

Cultural or language
barriers

Mental health
conditions

Learning disability or
difficulty

Domestic violence and
or abuse

Homelessness

Modern slavery

Drug and or alcohol
dependency

Multi agency public
protection
arrangements

Physical disability

Hearing loss or
deafness

Blind or partially
sighted

Leaving the Armed
Forces, Ex-armed
forces personnel and
their spouses/partners

Caring responsibilities

Immigration
status/refugee/asylum

Neurological conditions

Redundancy

Offender/ex offender/
prisoners

Recently bereaved

Gender recognition/
transgender

Sonia

**Sonia, one of your claimants,
has been repeatedly late to her
appointments.**

**She was due to arrive today at
9am but she arrived at the
jobcentre at 10:30am looking
flustered and anxious.**

Case study - Thomaz

Thomaz has previously declared to his work coach he suffers from an anxiety disorder and is seeing a counsellor to help him manage his condition. He was reluctant to go into further details.

His work coach has seen a suitable vacancy for him.

The employer wants to fill the vacancy and can interview applicants immediately.

Thomaz's work coach contacts him saying the employer can see him at 3.30pm giving him what he considers to be reasonable notice. Although he does not drive, the interview is a short bus ride from where he lives.

Thomaz says he will not attend the interview because he thinks it's too short notice and he wants to prepare himself.

The work coach has referred Thomaz's case to you for a decision.

Learning disabilities or learning difficulties

- A learning disability affects all aspects of learning.
- Learning difficulties refer to specific issues with learning

Leah

Hi, I'm Leah.

Following the breakdown of my marriage I turned to alcohol and became dependant on it to cope.

My life started spiralling out of control, so I went to my GP to ask for help.

They have recommended I go away for a few months to a local residential programme to try to tackle my addiction.

I have a meeting with my work coach today, I will not be capable of applying for or starting work while I am away on the programme and I need to find out what options Universal Credit will give me in my situation.

Mariana

My name is Mariana.

I have been given leave to remain in the UK. Due to conflict in my home country, I felt mine and my children's lives were at risk.

I don't have any family here and I haven't made any friends. I cannot speak English very well.

I want to make a claim to Universal Credit but I do not have a bank account opened in the UK. I am very scared and worried how I will pay for food for my children.

I have called the service centre but I don't understand what they are telling me.

Domestic violence and/or abuse

Physical	smacking, kicking, presence of bite marks, stabbing, suffocation
Sexual	any sexual act which a person has not consented to
Psychological	intimidation, insulting, isolating the person from friends and family, criticising, forced marriage
Emotional	swearing, undermining confidence, making racist, sexist or other derogatory remarks
Economic / Financial	undermining efforts to find work or study, refusing to give money, making the person beg for money
Controlling behaviour	acts designed to make a person subordinate and/or dependent by isolating them
Coercive behaviour	an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse

Gustav

My name is Gustav.

My ex-partner abused me on the 3rd April 2018 and I disclosed this to my case manager on the 2nd October 2018.

My case manager has booked an appointment for me to speak to my work coach on the 7th October 2018.

Gustav provides his work coach with a letter from the police officer who has been dealing with his incident. It details the domestic abuse he has experienced and the threats he has received from his ex-partner.

Declaration of intent - Leah

Saturday, 2am

Journal

Add a note

I have been sanctioned again, I don't know if I can survive on the money I have.

I might as well not be here anymore, I am thinking of ending it all.

[Attach a file](#)

Dealing with your own emotions

Take a short break

Talk to a work psychologist

Talk to a team leader

Contact the employee assistance programme

Talk it through with your colleagues

Spend some time on another part of your job

Who and what can support you?


People

- Disability employment advisor
- Work psychologist
- Customer services manager (job centre only)


Sources of information

- District provision tool
- Complex needs toolkit

Complex Needs Toolkit





Opening up work_




Universal Credit Full Service Complex Needs Plan





Opening up work_




CANTERBURY JCP




FAQ




Appointee   




Bereavement   




Care Leaver   




Digital Assistance   




Domestic abuse violence   




Drug and Alcohol   




ESOL   




Ex Forces   




Ex-Offenders   




Homelessness   




Learning difficulties & hidden impairments   




MAPPA   




Mental Health   

Modern Slavery   

Money management /Advances   

Refugee   

Suicide & self-harm   

Visual/hearing impairments   

Quick Links

Home Visit Referral

Complex Needs UL

Home Visit Escalation Process

UCB guidance

Food Banks

Help to Claim

Planning




Action Plan

Events

Admin

DPT Feedback

Complex Needs Toolkit Feedback

 Guidance  Provision  Lead

SPOC: Claire Harvey

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Module summary

In this module, with the aid of any reference material, you have learned to correctly:

- explain the range of complex needs that a claimant may have
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