

## Vulnerability Instructions

The [Vulnerability Instructions](#) will help you deal with individuals with complex needs, or individuals who require additional support, to enable them to access DWP benefits and use our services.

For DWP purposes the description of Vulnerability 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”

“Individual” refers to claimants, customers, clients, service users, anyone who accesses benefits and uses our services.

“Complex needs” are difficult personal circumstances and/or life events that affect the ability of the individual to access DWP benefits and use our services.