

DWP support – what additional support/special arrangements are available to enable individuals to access our services/benefits

1. We have a variety of ways of providing support and help to enable individuals to use our services - to find work, claim benefits, claim pensions, obtain child maintenance, and look for jobs. The type of additional support to provide and for how long this support is in place will depend upon which service is used or the type of benefit claimed and the individual's personal needs.
2. The aim is for individuals to follow the standard Customer Journeys and we need to work with them to identify how we can enable them to do this.
3. Support on offer includes: (not an exhaustive list)
 - easements for Domestic Abuse Victims
 - Voluntary referral for claimants with Drugs or Alcohol dependency
 - making reasonable adjustments including via alternative formats
 - DA Language Services for those whose first language is not English
 - British Sign Language (BSL) interpreting services for those with hearing impairments
 - day one support for people recently released from prison
 - working with representatives. Representatives/Key Workers can be very helpful both in supporting the individual and by offering advice to DWP staff on recognising support needs and how this impacts on the individuals' ability to access benefits and use our services.
 - if a customer voluntarily indicates that they are a victim of crime, they are supported by the same adviser/work coach (where appropriate and feasible) and their individual circumstances are discussed to tailor a package of support
 - DWP has policy and guidance available for how to handle individuals who make a declaration of suicide or self harm.