

DWP approach to vulnerability

1. The aim of this approach is to ensure:

- we are consistent in offering individual responses when needed;
- the response is always joined up and meaningful for the individual and
- we deliver appropriate service outcomes.

2. The aim of this approach is to ensure that the targeted additional support to individuals enables them to

- access benefits and use our services and
- meet their individual responsibilities.

3. This approach consolidates existing DWP practices and will not result in any changes to existing policy or procedures.

4. The DWP approach to individuals with complex needs and those who require additional support includes:

- one description of vulnerability
- consistent use of language and terminology throughout DWP
- focus on life events and/or personal circumstances rather than customer group
- identification of these individuals and recording the support required to enable them to access benefits and use our services
- a clear DWP support offer is in place, to address the impact of those life events and personal circumstances (including health issues and disability) that affect the ability of the individual to access DWP benefits and use our services
- clarity of timeliness and suitability of DWP support offer:
- not all individuals with life events/personal circumstances/health issues/disability will require support.
- individuals may have one or multiple reasons why they may require support.
- support offered should be tailored to individual needs.
- support may be put in place once, for a short, medium or long period of time
- individuals may move in and out of situations where they do/do not require support

- signposting – using stakeholders to help, enable and support individuals
- a coordinated, defined, overarching strategy
- staff Learning & Development products reflect this approach
- integrated and consistent approach in all Customer Journeys to provide additional support to enable individuals to follow standard Customer Journeys.

See: [Vulnerability instructions \(additional support for individuals\)](#)