

## **DWP strategy / policy on offering support to enable an individual to access and use DWP services**

1. You are required to identify and make judgements about those individuals for whom it would be more appropriate to put additional support in place to enable them to access DWP benefits and use our services. You are also required to identify those situations where there is a need for support, record this and then put it in place. For example, offering a home visit or face to face service if it is more appropriate, because the individual has complex needs or requires support to enable them to use our services.
2. DWP has customer service standards in place to ensure all individuals receive equal access to our products, services and benefits. For further information see, [DWP Customer Service Standards](#).