

## Visiting Referrals

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### **DWP Visiting for Access to Work customers**

Note: These instructions are evolving as we continue to develop these processes. You must ensure that you are using the latest version when considering any action.

#### **DWP Visiting**

1. DWP Visiting help those customers who are unable to complete their business transaction through any of the other channels. This may be due to their vulnerability or the complexity of the transaction required, or may be driven by a legislative requirement that some activities **MUST** be handled face to face. DWP Visiting will support the customer by undertaking home visits see: Overview of core visits
2. DWP Visiting are able to complete face to face visits for vulnerable customers, those with complex needs, or where an Advanced Customer Support concern is identified, and all other sources of support have been exhausted.
3. All referrals must be triaged by the Single Point Of Contact (SPOC), for AtW this is [REDACTED]
4. The processor must send an email to the SPOC noting their specific concerns. When the email is received, the SPOC must check to see if there is an Advanced Customer Support concern. If an Advanced Customer Support concern is identified and a visit is appropriate the SPOC will complete the visiting referral form which will be forwarded to a Visiting Officer. If no Advanced Customer Support concern the SPOC assigns the case to a AtW adviser.

Note: An Advanced Customer Support concern can be identified at any stage of the process by any individual involved in the application.

5. If an Advanced Customer Support concern is identified once the AtW adviser contacts the customer, the AtW adviser must refer back to the SPOC by email with specific details of their concerns. The SPOC must check to see if a visit is appropriate. If yes, the SPOC would complete the referral form to a Visiting Officer.

#### **Ineffective visits**

6. An ineffective visit is one where the customer either:
  - is not at home / does not answer
  - refuses to co-operate
  - lives in an area that DWP Visiting deems unsafe.

Note: In cases where Visiting Officers deem the area unsafe, you must continue to take the action as if two ineffective visits have taken place.

### **First Visit Ineffective**

7. In the event of a first ineffective visit, the Visiting Officer will leave a letter at the customer's address asking the customer to contact the Customer Experience Advanced Support Team (CEAST), within five working days.
8. If the customer makes contact within five working days of the ineffective visit, CEAST will contact the AtW SPOC and request they update DISC and or ATWIS, depending on visiting reason, detailing the conversation and notify DWP Visiting regarding whether or not they need to make a second visit.
9. If the customer does not make contact within five working days of the ineffective visit, the Visiting Officer will automatically attempt another visit to see the customer face to face.

### **Where Two Visits Have Been Ineffective**

10. The Visiting Officer must refer the customer's details back to CEAST and the AtW SPOC, for the case to be considered in more detail (see below).
11. You must not suspend or stop the customer's AtW award until further action has been taken, and further advice given.
12. CEAST will take the lead for considering these cases and they will take ownership of the associated visiting referral until investigations are completed.
13. CEAST will contact the AtW SPOC to note DISC and or ATWIS depending on visiting reason, to state 'Following two ineffective visits on XX and XX, please do not take any further action whilst the case is with CEAST for consideration.
14. CEAST will enter the details of this case onto their work log and they will consider putting the Additional Support marker onto the case.
15. CEAST will review all information available to them to determine the facts of the case and provide an assurance check, prior to any further action being taken. This will include reviewing, for example:
  - the circumstances prompting the referral for a visit to be made
  - previous interactions, including any interventions, in relation to the award
  - any documentation or notes held on systems available regarding the customer, for example, any medical reports or support plans prepared following an assessment
  - any information we currently hold from third parties

Note: Data protection laws do not prevent you from disclosing personal data to the relevant authorities when you are acting in good faith about a genuine Advanced Customer Support concern.

For more information, refer to DWP's policy and procedures regarding sharing data with relevant authorities when we have concerns about a person's safety

or wellbeing. For more information see disclosing personal data for safeguarding.

16. Where further information is required, a case conference must take place between CEAST and the AtW SPOC, prior to making a decision on the award. Due to the nature of AtW customers this case conference will take place within 3 days.
17. CEAST must be satisfied that agreed actions have been taken and all relevant information has been adequately considered.
18. Where CEAST do not identify Advanced Customer Support concerns, proceed to step 23.
19. Where CEAST identify that there is an Advanced Customer Support concern, the customer's award will not end and payments will continue until further action has been taken and further advice given.
20. If it is recognised that there is an Advanced Customer Support concern, CEAST must attempt to establish contact. This could be, for example, through the following:
  - customer – attempt to make contact with the customer, if there is no response you are able to send a text message advising them of who is calling and that you will call back in half an hour
  - customer's Appointee/POA/next of kin
  - customer's Community Psychiatric Nurse, or similar support where availableor, where appropriate:
  - Social Services
  - Police

This list is not exhaustive.

21. Wherever further guidance or support is needed in considering the case, a referral must be made to a Advanced Customer Support Senior Leader (ACSSL). The ACSSL will support with liaising with the relevant agencies, including but not limited to Social Services, the Local Authority, the police and localised support networks.

For more information and contact details of the Advanced Customer Support Senior Leaders in each region see the Advanced Customer Support Senior Leaders page. A review date will be set to consider the next steps following the referral to the ACSSL.

22. Once all reasonable steps have been taken as outlined above, CEAST will contact the AtW SPOC and request they update DISC and or ATWIS depending on visiting reason, including details of Advanced Customer Support steps taken and any subsequent actions taken such as case conferences and referrals to organisations such as the police.
23. The case will then be returned to the AtW adviser who will make an informed decision as to whether to award a grant, taking into account the full circumstances of the case.