

Signposting

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1. This chapter contains overarching principles relating to signposting which can be applied across all benefit lines.

Introduction

2. Signposting is a means of directing and providing vulnerable claimants with access to external organisations, who may be able to provide additional support.

3. From time to time, when interacting with claimants and their families, they may report circumstances in their lives which raise concerns about their safety or well-being.

4. These circumstances may be reported directly, however the individual(s) may not ask, or be able to ask, for help but their behaviour or information they disclose may raise a concern.

District Provision Tool (DPT)

5. The District Provision Tool (DPT) is a directory of the provision and support.

6. It hosts all the available provision and support locally and nationally.

7. It also includes specialists support information and signposting details for those disadvantaged or at risk, such as:

- mental illness list of different support organisations
- homelessness
- experiencing domestic abuse
- drug or alcohol addiction
- financial or material abuse
- psychological or emotional abuse
- self-neglect
- discriminatory abuse
- ex-offender
- local authority care leaver.

See: Watch 'District Provision Tool - A 5 Minute Guide'

8. This will help our claimants who are not on jobcentre benefits.

9. If the person is engaging with Jobcentre Plus, they would take this step, this can normally be identified by asking the claimant what support they get, and whether they have been given any contacts or link by their jobcentre.

10. The toolkit can be used in conjunction with the chapter on Managing and escalating an advanced customer support concern.

11. If you believe someone is in immediate danger, you can ask questions to gather information:

- are you in immediate danger?
- what are you frightened of?
- who are you frightened of?
- who are you fearful for?
- what do you think might happen?

12. You do not need the claimant's, appointee, CAB or PAB permission to report advanced customer support issues. See: Alternative enquiry chapter.