



UC55
Complex needs
part 2

V39.0

Aim and objectives

The aim of this module is to provide you with an awareness of a range of complex needs and the routes to take to support claimants and yourselves.

By the end of this module, with the aid of any reference material, you will be able to correctly:

- explain the range of complex needs that a claimant may have
- explain how you can support claimants with complex needs in specific areas
- state where you can find assistance and provision for claimants and yourselves with regard to complex needs

Your actions 1 of 2

You must:

- be alert to what the claimant is writing or saying
- respect the claimants wishes on disclosure
- be alert to possible signs of harm or abuse and take action where appropriate
- signpost the claimant to websites or organisations for support
- consult others for advice, where necessary
- discuss any concerns about customers with complex needs with your team leader to agree next steps, including further escalation if appropriate
- record complex needs information in the claimant history

Your actions 2 of 2

You must not:

- try to solve all the claimant's problems
- make assumptions about what the claimant can and cannot do
- assume knowledge of the claimant's circumstances
- try to diagnose the claimant

Sonia

Several months ago someone broke into my home, which made me feel scared and vulnerable.

I had issues with the support I received when I claimed on my insurance.

As a result I get anxious when I need to deal with official processes and people in authority.



Leah



Hi, I'm Leah.

Following the breakdown of my marriage I have turned to alcohol and I am dependant on it to cope.

My life is spiralling out of control.

My GP has recommended I go away for a few months to a local residential programme to try to tackle my addiction.

I have a work search appointment today. I am not able to apply for or start work while I am away on the programme.

What are my options? Can I still get Universal Credit?

Drug and alcohol dependency: Universal Learning



What is DWP policy to support claimants like Leah with drug and alcohol dependency?



Research your answer by referring to Universal Learning.

Use the search facility or go to the Complex Needs section, then Other needs and situations to find the correct guidance.

Keep the guidance open, to help answer other questions.

Refugees: Universal Learning

Find out about refugees, including the difference between refugees and asylum seekers, in Universal Learning. Take 5 minutes to access it now.



Use the search facility on the Universal Learning page.

You could also go to the Complex Needs section, then choose Non-British nationals to find the correct guidance.

Mariana

My name is Mariana. I have been given leave to remain in the UK. Due to conflict in my home country I felt my children's lives and mine were at risk.

I don't have any family here and I haven't made any friends. I cannot speak English very well.

I want to make a claim to Universal Credit but I do not have a bank account in the UK. I am very scared and worried how I will pay for food for my children.

I have called the service centre but I don't understand what they are telling me.



Claimants who needs an interpreter



Go to the Learning Support site.

Access the self-paced learning called **UC140GEN Claimant needs an interpreter**.

It's available as e-learning, with an accessible version too.

Take 5 minutes to work through the learning.

Domestic abuse



For your consideration

This topic discusses what we can do to support claimants who have experienced domestic abuse.

We recognise it touches on themes you may find distressing, as previous experience or knowing someone who has been through the subjects discussed can bring up emotions.

If you find the discussions difficult, please let us know privately, so we can consider options.

Employee support are available on **0808 169 1111** (any time of day or night). You may also wish to discuss any concerns with your local mental health first aiders.

Research types of domestic abuse in Universal Learning

Go to the guidance about domestic abuse. Take 5 minutes to access it now.



Use the search facility on the Universal Learning page.

Or go to the Complex Needs link, then the section: **Other needs and situations** to find the guidance.

Scroll to the heading **What is domestic abuse?** and read that section only.

Stop when you reach the heading 'Domestic Violence Disclosure Scheme'.

Keep the guidance open for the discussion that follows.

Signs of domestic abuse

- becoming withdrawn or quiet
- appearing scared or fearful
- isolating themselves from friends or family
- appearing anxious or nervous when away from the abuser
- low self esteem
- being very apologetic or meek
- develop a drug or alcohol problem
- referring to their partner as bad tempered, moody or possessive
- always with a third party such as a partner
- loss of interest in looking for work
- having little or no money available
- partner contacting them often to check up on them
- unexplained changes in behaviour
- They could also have:
 - nowhere to live
 - little or no identification
 - lack of local knowledge

Example: Nicki's circumstances

Nicki and her wife Leona have a joint claim.

Nicki was booked to go on a training course. She says she cannot attend. When the agent asks what has happened to prevent her from going, she says it's too far to walk.

The agent checks if Nicki can access other transport to get there. She says she doesn't drive any more and never really uses public transport. Then she laughs and says: 'Leona says we can't afford it'.

The agent suggests explaining it may help get a job in future, which would increase the couple's income. Nicki agrees but explains it's difficult because she hasn't got access to money.

She explains that Leona had a difficult upbringing and, because of that, she is careful about their spending. Leona receives the Universal Credit award and controls their finances.

Example: the agent's response to Nicki

The agent checks Nicki's commitments and can see she agreed to go on the training course.

They explain if Nicki fails to attend the training, we may consider reducing the couple's Universal Credit payments.

They ask, 'If you explained to Leona you're at risk of a reduction in your Universal Credit, would she be able to find some money for the bus?'

Nicki says 'I really don't like asking Leona for money. She can be a bit funny about it.'

The agent also explains we could split their payment, if that would help.

They ask 'If we reduced the payments to Leona and paid you instead, would you be safe?'

Domestic abuse: Video 1



Go to the learning support site to access the:
Domestic abuse video 1.

Watch the video and pause when it asks you to.

Use instant messaging to indicate when you have paused and are ready to join the discussion.

Domestic abuse: Universal Learning

Go to the guidance about domestic abuse. Take 5 minutes to access it now.



Use the search facility on the Universal Learning page.

Otherwise you can go to the section: Other needs and situations in Complex Needs to find the guidance.

Scroll to the heading **Identifying and protecting claimants at risk of harm or abuse** and read it from there.

Keep the guidance open to help find answers to the questions that follow.

Gustav



My name is Gustav.

My ex-partner abused me about 4 months ago and I told my case manager 6 weeks ago.

It got so bad I went to the police. I've got a report from them about it.

Gustav provides his work coach with the letter from the police officer who has been dealing with his incident. It details the domestic abuse he has experienced and the threats he has received from his ex-partner.

Support question



Gustav reported he was abused by a partner less than 6 months ago.
What could the work coach do to support him?



Any support depends on Gustav's circumstances.

If it's applicable the work coach can consider applying an easement (he has said that he has written evidence of the incident).

The work coach can refer to the DPT for local support.

Evidence question



What type of evidence would Gustav usually need to provide?



Written evidence from a person acting in an official capacity showing:

- the claimant's circumstances are consistent with those of a victim of domestic abuse (or has received threats of abuse) during the 6 months before the claimant notified Universal Credit
- the claimant has made contact with the person acting in an official capacity in relation to such an incident, which occurred during that period

Domestic abuse: Video 2



Go to the learning support site to access the:
Domestic abuse video 2.

Watch the video and pause when it asks you to.

Use instant messaging to indicate when you have paused and are ready to join the discussion.

The work coach's action

Michelle's work coach could see straightaway that she was struggling. 'I called her over and I said, "How are you? What's wrong?" She explained to me all the history ... The first thing I did was took her into a private interview room, because she started sharing some of the domestic abuse and I didn't want her to share that on the public arena.'

Michelle provided proof about the abuse from the police and the work coach recognised she could switch off Michelle's requirements. 'I said, "Please don't worry about work. You're not work searching. We've got to take this very slowly."'

The work coach arranged for Michelle to get a food parcel to meet her immediate needs. She referred her for money advice and an advance.

Over time, they built up a good relationship. Once Michelle was in settled accommodation the work coach supported her to get some voluntary work and get her CV up to date, with the view to get her back into work.

Signposting question



Where can we signpost a claimant externally for help and support?



- **Domestic abuse helpline** – refer the claimant to the 24 hour, Freephone helpline in the country they live in.
- **Men's Advice Line** – offers help to male victims of domestic abuse
- **Karma Nirvana** is the specialist helpline for forced marriage and honour based abuse.
- **Galop** is the LGBTQ+ national domestic abuse helpline and webchat service
- **RESPECT** – offers information and advice to people who are abusive towards their partners and want help to stop
- **GOV.UK** also lists other sources of help, including
 - **Bright Sky** – an app and website that provides support
 - **Victim Support**

Change of address: Key message



When a claimant discloses they have left their relationship, ask them: 'Are you safe?'

If they need to record a change of address, explain they should first change to a single claim. Otherwise, their personal safety could be at risk.

Remember, if you speak to a claimant who has left a relationship and is not safe, tell them to:

1. Make sure the joint claim has ended first
2. Then complete the rest of their changes, including their new address
3. Change their passwords and contact details.

Available support question



After supporting a claimant, the knowledge of the situation can still affect you. Who can you go to for support?



- Any manager
- A colleague
- DWP wellbeing partner
- Mental Health First Aider

Engaging with care leavers: Video



Go to the Complex Needs section of Universal Learning.

Access the link to Other Needs and Situations, then scroll down to find the Spotlight: Care Leavers.

Scroll to Engaging with Care Leavers and you'll find the link:

Engaging with Care Leavers video.

The video is just under 5 minutes long.

Use instant messaging to indicate when you have completed the video and are ready to join the discussion.

Care leavers question



What are care leavers more likely to be at risk of?



- poor educational outcomes
- unemployment
- homelessness
- drug and alcohol dependency
- offending
- mental health issues

Jenna's story

The local authority's Leaving Care Team helped me start making my claim for Universal Credit before my 18th birthday.

One of the support workers was with me when I spoke to someone about Universal Credit at a pre-claim appointment.

That's when I confirmed my identity and bank account details. The Leaving Care Team wrote a letter confirming I'm leaving care, so I passed that to the person at the jobcentre.

I was in foster care and I'm staying with the family, now I'm leaving care.

I can claim extra Universal Credit to pay for my housing, now my foster family won't get the allowance for looking after me.



Care leavers, guidance



When can we consider an advanced claim for care leavers?
What can the claimant confirm at the pre-claim appointment?



To find the answers, go to Universal Learning. Use the search facility to access the guidance about Care Leavers.

You can also find the section about Care leavers by accessing the link to **Complex Needs**, then **Other needs and situations** and scrolling down to the correct link.

Modern slavery



Modern slavery question



What do you perceive modern slavery to be?

MODERN SLAVERY INCLUDES:

**SEXUAL
EXPLOITATION**



**CRIMINAL
EXPLOITATION**



**FORCED
LABOUR**



**DOMESTIC
SERVITUDE**



HUMAN TRAFFICKING

Example: Darrell – 1 of 3

New claim details were submitted

Wednesday 20 November 2019 12:21pm

Your claim

Darrell Stephenson is single.

Personal details

First name

Darrell

Last name

Stephenson

Date of birth

17 September 1998

Email address

chrisowain123@example.com

Mobile phone number

04584652145

Address

1428 Roxbury Street, Sutton, SM5 2RT

Bank details

Name of account

Chris Owain

Sort code

22-22-23

Account number

******5678**

Roll number

*****456**

Nationality

Darrell Stephenson is a British, Northern Irish, or Irish citizen.

In the last 2 years, Darrell Stephenson has not been out of the UK for more than 4 weeks at a time.

Example: Darrell – 2 of 3

Housing costs

You rent from a private landlord

You moved to your address on **17 June 2019**

You pay **£300.00** rent every month

Your landlord's name is **Chris Owain**

You have **1** bedroom(s)

Your landlord (or other person you pay rent to) lives at the same property as you

Your landlord is not a close relative of someone in your household

No member of your family or someone who lives with you has a financial interest in the organisation or landlord you pay rent to

There's no one else on the tenancy agreement

Your name is not on the Council Tax or Rates bill

Who lives with you

Children (aged 0-19)

You have **0** children living at the household.

Other people

You have no other people living with you.

Work and earnings

Darrell Stephenson currently does not receive additional payment.

Darrell Stephenson currently does not receive maternity allowance.

Darrell Stephenson is currently employed.

Darrell Stephenson currently works **16** hours per week.

Darrell Stephenson usually earns **£100.00** per week.

Health

Darrell Stephenson does not have a health condition.

Caring for someone

Darrell Stephenson does not provide care for anybody.

Savings and investments

You have no savings or investments

Example: Darrell – 3 of 3

Education and training

Darrell Stephenson is not in education or training.

Income other than earnings

Darrell Stephenson doesn't have income other than earnings.

Darrell Stephenson is not receiving Armed Forces Independence Payment.

17 Sep 2019 at 2.11pm

Profile note

By [Agent 01234](#)

17/09/2019 Claimant attended the interview accompanied by his boss, Chris. His boss was reluctant to wait instead of accompanying him. Darrell had to ask Chris for the relevant paperwork and when he reached out I noticed bruises on his arms.

[Pin note](#) [Delete](#)

Signs of exploitation 1 of 2

Physical
appearance

1

They may show signs of physical or psychological abuse.

Isolation

2

Victims may rarely be allowed to travel on their own or appear unfamiliar with their neighbourhood or where they work.

Poor living
conditions

3

Victims may be living in dirty, cramped or overcrowded accommodation.

Few or no personal
effects

4

Victims may have no identification documents, or they are held by a third party. They may have few personal possessions.

Signs of exploitation 2 of 2

Unusual travel times

5

They may be dropped off and collected for work on a regular basis either very early or late at night.

Reluctant to seek
help

6

They may appear frightened or hesitant to talk to strangers and fear law enforcement.

Sexual exploitation

7

They may be sleeping at their work premises or have an increased use of hotel premises. A third party handles their money.

Modern slavery, guidance



What should you do if you suspect a claimant is a victim of modern slavery?



To find the answer, access Universal Learning and use the search facility to find the guidance about Modern slavery.

You can also find the right section by accessing the link to **Complex Needs**, then **Other needs and situations** and scrolling down to the correct link.

Multi-agency public protection arrangements



Go to the Learning Support site.

Access the self-paced learning called **UC135GEN MAPPA**.

It's available as e-learning, with an accessible version too.

Take 15 minutes to work through the learning.

Homelessness



Go to the Learning Support site.

Access the self-paced learning called **UC55 Homelessness**.

It's available as e-learning, with an accessible version too.

Take 15 minutes to work through the learning.

Advanced Customer Support



Consent and Disclosure: Universal Learning



Go to Universal Learning and access and read the guidance **Consent and disclosure including when to share with third parties**. Find the answers to the questions below.



A claimant's friend contacts us asking for information about the claimant's payments. When would we be able to give them the information?

The claimant's friend wants to know what bank account we are paying Universal Credit into. Can we disclose that?

An MP asks us for information about the payments to one of their constituents. Can we give them the information?

A social worker advises us someone is in hospital and asks if we hold a claim for them. Can we confirm we have a claim?

Advanced Customer Support: Universal Learning



Refer to guidance in Universal Learning.

You can find it in the Complex Needs section. Go to **Support for claimants with barriers** and select the link:

Protecting claimants at risk

Take about 5 minutes to read the guidance.

Reporting an Advanced Customer Support issue



Do we need consent from the claimant to report an Advanced Customer Support issue?

Success stories



Success stories, activity



Go to the Learner Support Site and access UC55 Part 2 activity sheet – illustrative examples.

In groups, discuss your answers to the questions below.

After 10 minutes return to the main call to give feedback.



What did the work coaches do well?

What other support do you think they could have given to the claimants?

Is there anything you have read which you are going to apply to your role?

Summary

In this module, with the aid of any reference material, you have learned to correctly:

- explain the range of complex needs that a claimant may have
- explain how you can support claimants with complex needs in specific areas
- state where you can find assistance and provision for claimants and yourselves with regard to complex needs