



**UC55**  
**Complex needs**  
**part 2**

**v34.0**

# 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 responsibility 1 of 2

## **It is your responsibility to:**

- be alert to what the claimant is writing or saying
- be alert to possible signs of harm or abuse and take action where appropriate
- signpost the claimant to relevant partner organisations
- 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 responsibility 2 of 2

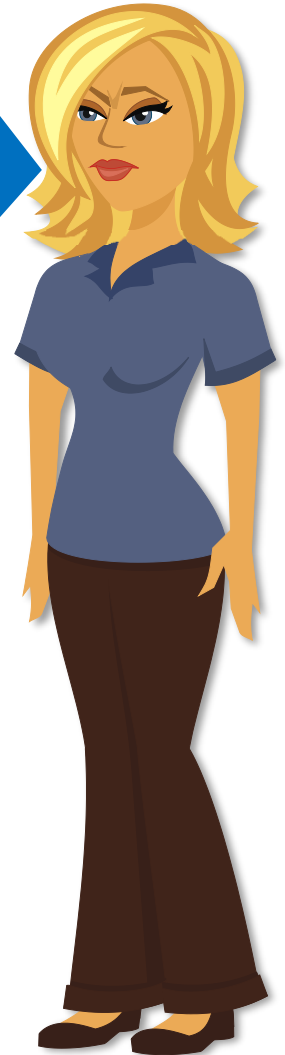
## **It is not your responsibility to:**

- try to diagnose the claimant
- assume knowledge of the circumstances
- make assumptions about what the claimant can and cannot do
- try to solve or get too wrapped up in the claimant's problems

# Sonia

Several months ago I was a victim of a house burglary I had issues with the support I received and claiming on my insurance.

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



# Virtual flipchart - Sonia



How we could support Sonia in future appointments?

# Leah



Hi, I'm Leah.

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

My life started spiralling out of control, so I went to my GP to ask for help.

They have recommended I go away for a few months to a local residential programme to try to tackle my addiction.

I have a telephone work search appointment today. I will not be capable of applying for or starting work while I am away on the programme and I need to find out what options Universal Credit will give me in my situation.

# Claimant who needs an interpreter



When might a claimant need an interpreting service?



- when their first language is not English or Welsh
- if they are deaf, hard of hearing or speech impaired and need to use British sign language (BSL)



# Refugees and asylum seekers



What is a refugee?



A refugee is someone forced to flee his or her country because of persecution.

# Mariana



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



# Virtual flipchart - Domestic violence



What do you think is the definition of domestic violence and abuse?

# Domestic violence



The government definition of domestic violence and of abuse is:

‘any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.’

# Domestic violence and or abuse activity

Physical

an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse

Sexual

intimidation, insulting, isolating the person from friends and family, criticising, forced marriage

Psychological

undermining efforts to find work or study, refusing to give money, making the person beg for money

Emotional

acts designed to make a person subordinate and/or dependent by isolating them

Economic /  
Financial

swearing, undermining confidence, making racist, sexist or other derogatory remarks

Controlling  
behaviour

smacking, kicking, presence of bite marks, stabbing, suffocation

Coercive  
behaviour

any sexual act which a person has not consented to

# Types of domestic violence and or abuse.

Physical	smacking, kicking, presence of bite marks, stabbing, suffocation
Sexual	any sexual act which a person has not consented to
Psychological	intimidation, insulting, isolating the person from friends and family, criticising, forced marriage
Emotional	swearing, undermining confidence, making racist, sexist or other derogatory remarks
Economic / Financial	undermining efforts to find work or study, refusing to give money, making the person beg for money
Controlling behaviour	acts designed to make a person subordinate and/or dependent by isolating them
Coercive behaviour	an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse

# Virtual flipchart: Domestic violence video 1



What steps could you take if a claimant is or has been a victim of domestic violence?

# Gustav



**My name is Gustav.**

**My ex-partner abused me on the 7 months ago and I disclosed this to 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 currently would not have to provide any evidence under trust and protect. His claim should be noted for consideration when commitments are switched back on.



# Support question



What could the work coach do to support Gustav?



- any support depends on Gustav's circumstances
- if it's applicable the work coach can consider applying an easement (as he said he has written evidence of the incident)
- the work coach can refer to the DPT and the Complex Needs Toolkit for local support

# Evidence question



What type of evidence would Gustav usually need to provide? (At the moment we apply Trust and Protect.)



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 violence or 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

# Signs question



What signs might a claimant display to show they are a victim of domestic violence and or abuse?



- physical signs such as bruising, black eyes or marks on the neck
- covering injuries with heavier than normal make up, sunglasses, long sleeves or scarves
- 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

# Virtual flipchart: Domestic violence video 2

What actions could we consider to support the claimant?

What do you think about what the work coach has done?

# Signposting question



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



- **the National Domestic Violence Helpline** – this is run jointly with Women's Aid and Refuge and is a 24 hour, free phone national service. Staff can also use the helpline to obtain guidance from professionals.
- **Male Advice (and Enquiry) Line** - offers help to male victims of domestic abuse and advice to perpetrators.
- **Karma Nirvana** is the specialist helpline for forced marriage and honour based abuse.
- **Galop** is the LGBT + anti-violence charity which runs the National LGBT + Domestic Abuse
- **RESPECT** - offers information and advice to people who are abusive towards their partners and want help to stop

# Safeguarding



Do we need consent from the claimant to report a safeguarding issue?

# 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 champion

# 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



# Care Leavers support question



What support could we offer during a pre-claim meeting?



- advance claim preparation
- Money guidance and Alternative Payment Arrangements, at any point in their claim
- undertaking full-time non-advanced education
- access to Recoverable Hardship Payments
- help with accommodation costs, if they are under 22 years old
- Advance payments are available to care leavers in short term financial need
- access to the Work and Health Programme

# Modern slavery question



What do you perceive modern slavery to be?



- human trafficking
- slavery
- servitude
- forced or compulsory labour

# Signs of modern slavery 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 modern slavery 2 of 2

Unusual travel times

5

They may be dropped off / 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.  
Money is handled by a third party.

# Case study – Darrell 1 of 2

Darrell became homeless when his mother died.

While waiting for a bed at a shelter, two men approached him and offered Darrell work, food and accommodation.

Darrell was desperate and went with them. He is made to share a caravan with three other men and forced to lay concrete slabs and other landscaping work from 6am to 10pm.

He never gets paid and if he complains his boss will beat him.

Darrell's boss has put in a claim for Universal Credit in Darrell's name.

His first telephone appointment is today and his boss can be heard on the call talking to him in the background.

# Case study – Darrell 2 of 2



In your groups, access the documents UC55 02a Activity sheet and UC55b Activity sheet.

The documents are available from the Learning Support Site, through Supporting Documents for UC55 – Complex Needs, Part 2

Review Darrell's claim and identify the following;

- Any information that could identify this as a modern slavery case.
- What signs the work coach should look out for at the next appointment.

**You have 5 minutes for this activity.**

# Home Visits

Home Visits

# Switching off requirements



You will be split into groups of 3.

In your groups, access the Learning Support Site to get the documents, 05a, 05b and 05c.

They are in the folder UC55 – Complex Needs for Part 2

You should decide on who will take the role of the work coach, the claimant and the observer.

You should follow the instructions on the e-mailed documents.

**You will have 15 minutes for this activity.**



# 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