



UC55
Complex needs
part 1

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

Complex needs definition



What does complex need mean within Universal Credit?

‘A claimant can be considered to have complex needs if their **current circumstances** present particular challenges in:

- accessing Universal Credit
- using the service
- moving towards work and financial independence

Virtual flipchart - Complex needs



What examples of life events, personal circumstances, health issues or disabilities can you think of that could affect the claimant's ability to access and use Universal Credit?

What are complex needs?

Care leaver

Age

Cultural or language
barriers

Mental health
conditions

Learning disability or
difficulty

Domestic violence
and or abuse

Homelessness

Modern slavery

Drug and or alcohol
dependency

Multi agency public
protection
arrangements

Physical disability

Hearing loss or
deafness

Blind or partially
sighted

Leaving the Armed
Forces, Ex-armed
forces personnel and
their
spouses/partners

Caring
responsibilities

Immigration
status/refugee/asylum

Neurological
conditions

Redundancy

Offender/ex offender/
prisoners

Recently bereaved

Gender recognition/
transgender

Responsibility or not?

**Consult others for advice, where
necessary**

Your responsibility

Virtual flipchart - Question



What behaviours are claimants with poor mental health likely to demonstrate?

Answers



- anxiety about discussing issues
- anxiety around undertaking tasks
- anxiety about engaging digitally
- thinking in negative ways
- underestimating abilities, low confidence and self esteem
- short attention span, lack of concentration and easily distracted
- low mood and energy, engaging with tasks takes a huge amount of effort
- lack of consistency
- easily irritated, quick to become angry

Question



How can you help where a claimant's behaviour indicates they may find it more difficult to cope with failing at tasks?



- talking to the claimant and asking questions at their level
- ask questions sensitively
- summarise regularly using the claimants own words
- make sure tasks are achievable
- decisions should be jointly agreed
- help claimants see the benefit for them in completing the task
- praise and encourage the claimant

Learning disabilities or learning difficulties

Learning disability

A learning disability affects all aspects of learning

Learning difficulties

Learning difficulties refer to specific issues with learning

Virtual flipchart - Extra support



What extra support may we need to provide to someone with a learning disability or difficulty?

Recording complex needs



In your groups, read the documents that have been emailed to you, each group will be allocated a claimant with complex needs. You should use guidance to provide an example of a profile note for your claimant.

Declaration of intent - Leah

Saturday, 2am

Journal

Add a note

I have been sanctioned again, I don't know if I can survive on the money I have.

I might as well not be here anymore, I am thinking of ending it all.

[Attach a file](#)

Declaration of intent – Leah (Covid 19)

03 April 2.05 AM

Add a journal entry

Maximum 3000 characters

No one listens to me, I've had enough of everyone, I might as well not be alive

2921 characters left

Save

[Back](#)

Virtual flipchart – Journal message



What action might you take if you received this journal entry on a Monday morning?

Dealing with your own emotions

Take a short break

Talk to a work psychologist

Talk to a team leader

Contact the employee assistance programme

Talk it through with your colleagues

Spend some time on another part of your job

Appointees



You will be split into 2 groups. Where you will research a topic given to your group:

- Personal acting bodies
- Corporate acting bodies

Virtual flipchart – Available support



Supporting claimants with complex needs can be difficult. What help do you think is available?

Who and what can support you?


People

- Disability employment advisor
- Work psychologist
- Customer services manager (job centre only)
- Mental health champion


Sources of information

- District provision tool
- Complex needs toolkit

Complex Needs Toolkit

 Opening up work_




Universal Credit Full Service Complex Needs Plan

 Opening up work_




CANTERBURY JCP

FAQ




Appointee






Bereavement






Care Leaver






Digital Assistance






Domestic abuse violence






Drug and Alcohol






ESOL






Ex Forces






Ex-Offenders






Homelessness






Learning difficulties & hidden impairments






MAPPA






Mental Health






Modern Slavery






Money management /Advances






Refugee



Suicide & self-harm



Visual/hearing impairments



Quick Links

Home Visit Referral

Complex Needs UL

Home Visit Escalation Process

UCB guidance

Food Banks

Help to Claim

Admin


DPT Feedback


Complex Needs Toolkit Feedback


Planning

Action Plan

Events

 Guidance

 Provision

 Lead

SPOC: Claire Harvey

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