

Spotlight on:
Using the
claimant
profile to
record
complex
needs

Spotlight: October 2020

Introduction

To enable a 'one service' approach, colleagues must be able record and identify complex user needs to quickly support the most vulnerable and disadvantaged in order to ensure wellbeing and move towards work. This Spotlight product has been designed to help clarify when to update the claimant profile and what information is needed to ensure the claimant receives any additional support they need. It also contains links to current guidance and tools colleagues use alongside this product. This Spotlight remains in place until the Universal Credit design and supporting products are developed further.

Alternative formats for reasonable adjustments

A claimant who requires communication in an alternative format has a number of options. See Reasonable adjustments and alternative formats and List of DWP reasonable adjustments.

What is the claimant profile?

Once a complex need is identified it is important to record it correctly. Complex needs information must be recorded in profile notes within claimant history. It must provide a clear overview of any complex needs

a claimant has so that we can tailor the way we deliver the service to meet their needs.

The claimant profile must always be the first place you look when dealing with a case and interacting with a claimant. This information is used in conjunction with other information in the journal to ensure you have the most up to date claim details and claimant circumstances.

It is essential to identify claimants with complex needs quickly and accurately so that we can tailor the way we deliver the service to meet their needs. Considering their complex needs requirements is particularly important when:

- communicating with the claimant - for example, the use of phone calls, text reminders
 - reviewing a claimant's circumstances when making a decision
 - tailoring requirements on the commitment
 - applying exemptions and easements
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Pinned Notes

What are Pinned Notes?

Pinned notes is a feature that:

- allows agents to fix important claim profile and profile notes to the claimant overview (including barriers and support which is in place) which all agents must be aware of
- reduces the need to scroll through note history to find relevant notes and documents - and consolidates all notes in one place
- better equips agents to highlight a claimant's complex needs

What's new?

- Claim history notes and Profile notes are now viewed in the same 'History' tab under 'Recent history'
 - every note created can be pinned up to a total of 3 - meaning the exact content of the note and any attached files are copied and placed directly onto the Claimant History for quick and easy access
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When to use the claimant profile

The claimant profile must be updated with any temporary or long term complex needs and how that affects the claimant's ability to use the Service.

Colleagues can record any identified issues which require support so it can be offered at the earliest opportunity. Colleagues must also record what support is being provided through the jobcentre and/or external partners or services.

The list below is not exhaustive but is a representation of the possible types of complex needs a claimant may have and it is important that detailed information regarding these is recorded.

It is likely that a claimant may have multiple complex needs that are co-dependent - for example, homelessness, drug or alcohol misuse, mental health. It is helpful to record multiple complex needs as a single entry to make sure they are all identified. For more detailed information, see Complex needs.

It is important to use the exact wording shown when recording complex needs as a profile note so there is no ambiguity for anyone accessing it.

Wording for the claimant profile entries		
Exact wording	Other information to record	Reason why
Reasonable adjustment	Details of claimant disability or impairment	Consideration of

Wording for the claimant profile entries

Exact wording	Other information to record	Reason why
s and alternative formats	How it impacts them	alternative formats for communications and contact
Ex-offender	Are they on probation? Are they attending rehabilitation sessions? Have they got an electronic tag? Are there any restrictions in place - for example, travel, access to computers? Has any impact been reflected in the Labour Market regime and requirements?	May have an impact on work, training and attendance at appointments. See Multi Agency Public Protection Arrangements
Experience of domestic abuse	Is claimant in a refuge? Do not record specific details of the refuge: this could put the claimant at risk . Any financial challenges, for example access to money or bank account Record any support they have been signposted or referred to. Any support they are receiving from other organisations.	An easement may apply. Safeguarding of information. May need private interview room
Drug or alcohol misuse	Details of any treatment the claimant is receiving. When the treatment will end. Any type of jobs that the claimant is advised not to do.	May have an impact on work, training and attendance at appointments.

Wording for the claimant profile entries

Exact wording	Other information to record	Reason why
		An easement may apply. Certain jobs may not be appropriate.
<p style="text-align: center;">Is homeless or at risk of homelessness</p>	<p>Status of homelessness, for example: street homeless sofa surfing tent squat car shelter hostel refuge temporary accommodation</p> <p>Record any support they have been signposted or referred to, including duty to refer to a local authority if consent given.</p>	<p>May have an impact on work, training and attendance at appointments. An easement may be applied.</p>
<p>Care leaver</p>	<p>Record that the young person is a care leaver. Which local Authority has looked after them. Name and telephone number of their personal adviser or support worker (if known).</p>	<p>So care leavers can be correctly identified and access DWP support from day one. In the event of problems with their claim or if they fail to attend an appointment, the support</p>

Wording for the claimant profile entries

Exact wording	Other information to record	Reason why
		worker can be contacted.
Mental health	The impact of the health condition(s). Any support or treatment they are receiving, either from DWP or external organisations.	Only record information about the health condition that is relevant.
Military service leaver	Record that the person is a service leaver. Record any support they receive from other organisations.	So that service leavers are correctly identified and are offered tailored support. An easement may apply.
Physical health	The impact of the health condition(s). Any support or treatment they are receiving, either from DWP or external organisations.	Only record information about the health condition that is relevant.
Sensory loss (hearing and visual impairments)	Any accessibility requirements - for example, use of the Interpreter service.	May need to consider alternative communication methods.
Personal appointee or Corporate appointee	Record details of the appointee in place. The period the appointee is set for or that it is open ended.	Need to ensure we only deal with the appointee.
Bereavement	Record any easements that have been applied.	May have an impact on work,

Wording for the claimant profile entries

Exact wording	Other information to record	Reason why
	Record the duration of the easements.	training and attendance at appointments.
Money guidance discussion	Record when the conversation took place and what the barriers are. Record whether the claimant gave consent and if a referral to money guidance has been made.	So the referral can be followed up if necessary.
Military service leaver	Record that the person is a service leaver. Record and support they receive from other organisations.	So that service leavers are correctly identified and are offered tailored support. A easement may apply.
Assisted digital or non-digital relationship	Record whether claimant can access their account online. Note the digital exclusion where no access to phone or computer and how the claimant can be contacted for appointments. Record referral to provider if appropriate.	May need to tailor approach. Need to consider support to improve digital skills. So the referral can be followed up if necessary.
Non-English speaking claimant or English as	How do we communicate with the claimant? Whether the claimant is using the Interpreting and translation service. Whether longer appointments will be required.	May need to tailor approach. Need to consider support to

Wording for the claimant profile entries

Exact wording	Other information to record	Reason why
a second language	Record whether referred to Provision, which Provision and the date.	improve English skills. So the referral can be followed up if necessary.
Risk of suicide or self-harm or risk of harm to others	What support has been offered - for example, signposting to self-help organisations, contact their GP? Record whether DWP's six-point plan has been used. Record if emergency services have been called.	Need to understand how and when to use DWP's six-point plan.
No bank account	Record when method of payment conversation took place. Record any exceptional methods of payments agreed and why. The duration of method of payment in place.	To support helping the claimant to open a transactional bank account.
Modern slavery	Record information specific to the individual that could impact on their Commitments.	So easements can be applied if necessary.
Refugee	How we communicate with the claimant. Use of the Interpreter and translation service. Any employment restrictions. Housing status. Any immigration requirements. Whether an alternative method of payment has been considered and agreed until they have a bank account (or similar).	Need to consider support to improve English. May have an impact on work and attendance at appointments.

Wording for the claimant profile entries

Exact wording	Other information to record	Reason why
		To support helping claimant to open a transactional bank account.
LA families programme	That the claimant is being supported through the local authority's families programme.	To help the work coach provide more tailored and relevant support to the individual and their family. An easement may apply.

How to write claimant profile entries

The claimant profile must provide a clear overview of any complex needs a claimant has and any additional support they require. The following guidelines must be followed when adding an entry to the claimant profile.

Claimant profile notes must:

- be clear, concise, free of jargon or text speak using recognised abbreviations only
- not contain defamatory information
- use opening words that make it easy to identify the topic it relates to - for example, 'homeless' 'non digital' as this will increase the speed in which agents can scroll through the list of conversations
- reflect any adjustments a claimant may need, for example 'longer time to complete to-dos as claimant has no access to digital technology and relies on public access points'
- meet the requirements of the General Data Protection Regulation (GDPR) 2018 - it is recommended that conversations are 'FRANC', this context relates to:
 - factual (personal opinions must not be recorded)
 - relevant
 - accurate
 - not excessive (to the point)
 - current (even if the event first affected the claimant years ago but is still relevant)
 - give a summary of the claimants needs and additional support required

The next section demonstrates the language that should be used when recording complex needs.

Claimant profile examples

Colleagues must record any information that would assist colleagues in managing the claimant. Below are some examples of entries on a claimant profile:

Is homeless: this claimant is currently sofa surfing and does not have regular access to a computer. Please take into consideration if to-dos have not been completed on time.

English as a second language: this claimant has English as a second language and is unable to use the journal, may contact by phone for information.

Physical health: this claimant has mobility difficulties, all interviews must take place on the ground floor.

Mental health: this claimant takes regular medication in a morning to manage their condition, please ensure telephony contact takes place in the afternoon.

Ex-offender: this claimant is working with probation every Wednesday from XXXX to XXXX and unable to attend interviews on this day. Please remove once date has passed.

Money guidance discussion: offered money guidance referral to (insert name of provider) and it was declined/accepted. Signposted/referred to provision. Consent provided (if appropriate).

Reviewing complex needs

A claimant's complex needs are likely to change throughout the claim. Support may be put in place on a one-off basis for a short, medium or long period of time, or for recurring periods. It is important to regularly review the entries on the claimant profile notes to confirm if the complex needs are still relevant. If they are not, the tailored support or easements must be reviewed and the pinned notes removed.