

## How to support and obtain consent from a Universal Credit Client

- Applicants will be asked questions that will allow those with complex needs to be identified.
- When the form is submitted they must contact the DWP to arrange an appointment with a work coach (WC) to finalise their claim and complete their Claimant Commitment. The claimant can call the UC helpline number to arrange an appointment, this is 0800 328 5644.
- It is important any safeguarding or complex needs are disclosed at this first appointment.
- Claimants are able to have a support worker present at their first meeting.

- You can only act on behalf of a customer if you have obtained explicit consent to do so.
- Explicit Consent can be obtained by making an entry onto their journal stating what the issue is and who they want to act for them.
- This allows WCs and case workers, in the service delivery centres, to engage with support workers acting on behalf of the claimant.
- The consent must be applied for to resolve a specific issue.
- This consent expires once the issue is resolved, however if new issue occurs consent can be requested again using the same process.

When Making  
a New Claim

When  
Engaging with  
a Work Coach

Explicit  
Consent

Claim  
Resolution

- The WC will be able to assess the claimant's need for support through their application and at their initial meeting.
- The Claimant Commitment must reflect the personal circumstances and capabilities of the applicant
- Support for a claimant, when making or managing a UC claim, can be provided directly through face to face meetings, guidance from the journal and instant messaging.
- Additional support will also be provided through the UC helpline. The number for this is 0800 328 5644
- WCs may contact subject matter experts (LCC or other providers) to help on issues, should they become aware of a need to provide relevant additional support.
- If a claimant has an issue with their UC they can nominate a support provider to act for them.

- To be used only if all previous engagement has not been effective or there is a crisis due to serious non-engagement.
- SPOC are located in each of the 3 city job centres, the SPOC used is determined by the Post code of the claimant.
- The SPOC's will identify the DWP Subject matter specialist to allocate the enquiry to.
- The SPOC will monitor the enquiries to ensure they are responded to in a timely manner.
- Some services (such as the Care Leavers Team) will have direct access to the subject matter specialists, who can be used in the first instance.
- If you need to contact a SPOC check with your manager. DWP have provided us with a SPOC in each Job Centre Plus office.