

UC ADDITIONAL NEEDS STATUS REQUEST

1. FORMAL REQUEST FOR SUPPORT FROM DWP

My name.....Date of Birth.....

National Insurance Number.....

Address.....

I have started an award of Universal Credit or I am in the process of submitting a UC claim. I have '**complex and additional support needs**' as defined in DWP guidance (please see details below). This document is a formal request for you to ensure (i) all steps and reasonable adjustments are made to my conditionality assessment, and (ii) full support is provided to me by DWP, as required by the Equality Act and various DWP policies and procedures that are relevant, due to my vulnerability.

This is therefore a formal request for you to open an **ADDITIONAL NEEDS TAB** on my Universal Credit account, which is clear and visible to all DWP agents and staff.

It is unlawful for you to refuse to consider this request. If necessary, please refer this request to the Complex Case Coach or Additional Needs Customer Support Team.

2. THE NATURE OF MY COMPLEX NEEDS

My problems/diagnoses

.....

Other relevant personal circumstances.....

.....

3. THE KIND OF HELP OR PROTECTION THAT I NEED FROM DWP

In order to assist, I have listed below some circumstances that are relevant and then listed below *more information* to explain my difficulties:

- I cannot use a computer well enough to meet UC requirements
- I may need support to understand my Claimant Commitment, or I may need to have my Claimant Commitment adjusted to reflect my needs and circumstances.
- I am particularly vulnerable to sanctions for reasons outside my control
- I am vulnerable to the effects of alcohol/drugs/medication
- I may struggle to notify changes of circumstance due to my vulnerability
- I will need home visits because of my vulnerability
- Other problems I have to deal with.....

More information to explain my difficulties.....

.....

4. I REQUEST THAT YOU OBTAIN EXTRA INFORMATION ABOUT MY VULNERABILITY

I wish to nominate a health professional / support worker / other professional (details below) who has knowledge of me, and I request that you contact them **now** to gather information about my complex needs and vulnerability. I request that this is partly done as a **preventative** measure, so that *incorrect decisions or processes can be revised and avoided*. I expressly request that they are contacted before any **adverse** decisions that may be considered now or in the future.

Name and Job Title.....

Contact details.....

5. MY NOMINATED THIRD PARTY

Please consult my support worker, or other nominated third party named below, about any problems with my claim as they can help resolve any issues:

Name and Job Title.....

Contact details.....

6. DATA PROTECTION

I fully authorise any person(s) specified in the sections above to receive and / or disclose any information whatsoever about me in regard to my benefit entitlements.

7. REQUEST FOR NOTIFICATION

Please confirm to me in writing (i) whether you agree whether you agree I have complex needs and (ii) the nature of any additional support I can now therefore reasonably expect from the DWP.

8. AUTHORISATION

Method used to submit this request to DWP.....

Date of this submission to DWP.....

My signature as claimant

Name..... Date.....

How to submit this form:

- You can take it with you to a Work Coach appointment and ask the Work Coach to upload it to your account.
- You can leave a message on your journal for the attention of your Work Coach and / or your Case Manager asking for a 'to-do' link so that you can upload it.
- You can ask your support worker to submit it for you.
- You or your support worker can post it to your local Jobcentre, to the attention of the 'Complex Case Coach' or Additional Needs Customer Support Team,
- You or your support worker can post it to a Universal Credit postal address.