

Implementation Update

Project Name:	Safeguarding Benefit Recipients following Two Ineffective DWP Visits
Project/Programme No.	N/A
Go-Live Date:	20/07/2020
Issue Date:	20/07/2020
Issue Number:	001

Business Area

Business Area(s) impacted <i>(insert each Business Area impacted by the change)</i>	All PIP/ESA/UC Teams

Audience

Audience(s) impacted <i>(insert each benefit type or Audience impacted by the change)</i>	All PIP/ESA/UC Teams

Area/Job Role

Area / Job Role e.g. Work Coach, Case Manager or Telephony or Service Delivery	All PIP/ESA/UC Teams
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Subject: Safeguarding Benefit Recipients following Two Ineffective DWP Visits

Timing: Immediate cascade

Background: There is a concern that a claimant could have 2 ineffective visits by a DWP visiting officer and a decision made to sanction, disallow or suspend their payment without considering safeguarding when they may be vulnerable.

For Information: Where it is deemed a customer is a safeguarding concern the claim will not now be closed automatically after 2 ineffective visits, payments will not cease. Instead, the case will be escalated to a manager for an additional layer of checks.

Although visits are currently suspended due to COVID 19 easements, all staff need to be aware of the guidance change in preparation for future visit activity.

The UC Coronavirus guidance for home visits has been updated and can be found here [UC guidance](#)

ESA guidance has been published and can be found here [Core Visits](#). All legacy colleagues will be made aware of the changes to guidance as part of the Legacy Latest circulated on a weekly basis.

PIP guidance will be published on 21/07/2020 and will be found here [PIP requesting visits](#). This will be discussed during an all colleague Your Call on Wednesday 22/07/2020.

Action: All staff to read and familiarise themselves with amended guidance specific to their business area.

Change Delivery Lead(s)			
Contact:	Name [REDACTED]	Email: [REDACTED]	Tel: [REDACTED]
	Name: [REDACTED]	Email: [REDACTED]	Tel: [REDACTED]



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