

# Failure to attend - Process overview

## Summary

An overview of the processes which apply when a claimant fails to attend a work-related or non-work related interview

Policy

## Policy and overview

### 1. Policy

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1. Universal Credit - Failure to attend initial Work Focused Interview policy

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2. Universal Credit - Failure to attend mandatory Work Search Interview policy

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## Failure to attend Universal Credit interviews

### 2. End to end process

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#### Central information

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1. Fail to attend (FTA) Hub

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#### Initial actions when a claimant fails to attend an interview

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2. Fail to attend (FTA) an initial Work Search Interview or ID interview

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2.1. Claimant attends early or late for an appointment

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3. Fail to Attend (FTA) transitional cases

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3.1. Fail to attend (FTA) an appointment - actions at day 1 excluding initial Work Search Interview or ID interview

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3.1.1. Fail to attend (FTA) an appointment - actions at day 2 when the Work Services Platform 'Failed to Attend' task is received

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3.1.2. Fail to attend (FTA) System checks to establish fail to attend action, suspension action or termination action

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3.1.3.	Fail to attend (FTA) Treat as straightforward
3.1.4.	Fail to attend (FTA) Determining a complex or non-complex decision
3.1.5.	Fail to Attend (FTA) non-complex decision
3.2.	JSA (CNS) Failure to attend a Work Search Interview
3.2.1.	JSA (CNS) Failure to attend Work Search Interview (WSI) review
3.3	Recoverable Hardship Payment - Failed to attend
3.4.	Booking a non-Work Focused Interview on the Work Services Platform and the action to take if the claimant does not attend
<b>Potential telephony agent action</b>	
4.	Fail to Attend (FTA) transitional case
5.	Fail to attend (FTA) missed appointment for a claimant in the All Work Related Requirements group identified during an inbound call
5.1.	Fail to attend (FTA) Treat as straightforward
5.2.	Fail to attend (FTA) Determining a complex or non-complex decision
5.3.	Fail to Attend (FTA) non-complex decision
<b>Account developer action</b>	
6.	Fail to Attend (FTA) transitional cases
7.	Fail to Attend (FTA) claimant has returned a completed UC70 or UC39 or provided evidence
7.1.	Fail to attend (FTA) System checks to establish fail to attend action, suspension action or termination action
7.1.1.	Fail to attend (FTA) Treat as straightforward
7.1.2.	Fail to attend (FTA) Determining a complex or non-complex decision
7.1.3.	Fail to Attend (FTA) non-complex decision
7.2.	Fail to Attend (FTA) action at Day 16 - checking for a response to the UC70 or UC39
<b>Referral to a decision maker</b>	
8.	Referring a sanctionable failure to a decision maker
<b>Decision maker action</b>	

9. Decision making in Universal Credit

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10. Making a decision on a sanctionable failure

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**Claimant requests a reconsideration**

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11. Fail to attend (FTA) Recording a request for a reconsideration after a sanctionable failure decision

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