

Recording the outcome of a sanction reconsideration

Summary

How a decision maker records the outcome of a reconsideration on the Work Services Platform

Content

Reconsiderations can only be prompted by the claimant asking the DWP to review a decision.

Reconsiderations are only for case's where the claimant has requested a review of a decision and the reconsideration process (and subsequent Work Services Platform (WSP) functionality), should not to be used for revisions identified by DWP staff, for revised decisions see Recording the outcome of a sanction revised decision.

When the decision maker (DM) has reconsidered a sanction decision they update the Work Services Platform (WSP)

Within the WSP the DM:

1. Selects 'Specific doubt' (as detailed on the LT54)
2. Selects 'Reconsideration'
3. Selects 'Outcome'
4. Selects the outcome on the 'Reconsideration outcome' field from the following dropdown menu:
 - Request withdrawn
 - Revised Decision
 - Original Decision Upheld
5. Enters the date in 'Decision Made on' field (this is the date of reconsideration noted on LT54)
6. Enters 'Decision Made By' field (freetext for Decision Maker details)
7. Enters 'Decision input on' (todays date)
8. Selects 'Save and Close' from the ribbon
9. Selects 'Notes'

10. Selects 'Add new note'
11. Populates 'Notes' with the revised/upheld decision details including any change to level or duration of sanction from the information held on the LT54
12. Selects 'Save and Close' from the ribbon
13. Notifies the claimant (this will depend on the reconsideration outcome on the LT54)

Original decision upheld or claimant has withdrawn reconsideration

If the outcome of the reconsideration is 'Request Withdrawn' or 'original decision upheld' the claimant will receive a Mandatory Reconsideration Notice from the DM.

Reconsideration favourable

If the DM reconsiders a decision in the claimant's favour, they should identify any other sanctions that need to be revised;

- with a date of failure 13 or more days and less than 365 days, after the date of failure of the sanction which has been reconsidered
- at the same level

and the sanction that has been reconsidered is not a pre-claim failure.

The DM records the details of any revised sanctions with the correct duration on the LT54.

No other sanctions are revised following the reconsideration

The DM obtains a UC99 (and UC178 for partner if applicable) completes and sends one copy to the claimant (and partner) to notify them of the favourable decision and uploads a copy to the Document Repository System (DRS).

- Close the original CAMLite task.
- Updates the Universal Credit system, see 'Updating Universal Credit system' below

Sanctions are revised following the reconsideration

Within WSP the DM:

1. Selects appropriate doubt from the 'Doubt screen'.
2. Selects 'Decision'.
3. Inputs the decision details from the LT54, this could include:
 - Level
 - Reduction rate
 - Duration open ended (yes or no)
 - Duration
 - outcome
4. Selects 'Save and Close' from the ribbon.
5. Selects 'Notes'.
6. Selects 'Add new note'.
7. Populates 'Notes' with the revised decision details including any change to level or duration of sanction from the information held on the LT54.
8. Selects 'Save and Close' from the ribbon.

The above action should be repeated for each sanction revised on the LT54.

For reconsiderations the DM obtains a UC99 (and UC178 for partner if applicable) completes and sends one copy to the claimant (and partner) to notify them of any favourable decision and uploads a copy to DRS.

For revised decisions the DM obtains a UC197 (and a separate UC197 for partner if applicable) from Supporting document(s) for the Decision Making and Appeals process, completes and sends one copy to the claimant (and partner) and loads one copy to DRS

Updating Universal Credit system

The AD updates the Universal Credit System with the outcome of the reconsideration and revised decisions shown on the LT54.

Close the original CAMLite task