

Recording the outcome of a sanction revised decision

Summary

Decision maker records the outcome of a revised decision made by a decision maker

Content

An agent can submit a request for a revised decision at any time. This could be due to a change in the claimant's circumstances or the identification of an official error.

When a revised decision has been considered by the decision maker (DM) they will update the Work Services Platform (WSP).

Within Work Services Platform 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

If the DM revises 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 revised 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

The DM obtains a UC197 (and a separate UC197 for partner if applicable) completes and sends one copy to the claimant (and partner) to notify them of the revised decision and uploads a copy to the Document Repository System (DRS).

Updates the Universal Credit system, see 'Updating Universal Credit system' below

Other sanctions to be revised

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.

The DM obtains a UC197 (and a separate UC197 for partner if applicable) completes and sends one copy to the claimant (and partner) to notify them of a revised decision and uploads a copy to DRS.

Updating Universal Credit system

The DM updates the Universal Credit System with the outcome of the revised decisions shown on the LT54.