

Referring a sanctionable failure to a decision maker

Summary

How to refer a sanctionable failure to a decision maker on the Work Services Platform and create the relevant CAMLite task (excluding FTA referrals) so that a sanction decision can be made

Content

When a sanctionable failure has been identified and considered as suitable, an agent refers the sanctionable failure to a decision maker (DM) on the Work Services Platform (WSP).

Action to update the Work Services Platform

To refer the sanctionable failure on the claimant record on WSP, the agent:

1. Selects 'Refer Doubt' from the ribbon.
2. Enters today's date in the 'Referred On' field.
3. Selects the 'Destination' field and enters 'Decision Making' in the free text field.
4. Records if evidence has been received by updating the 'Evidence Received' radio button (this defaults to 'No' and should be set to 'Yes' if evidence has been received).
5. Updates 'Notes' within the Doubt screen with:
 - a list of any evidence provided by the claimant including the evidence held on the Document Repository System and the date it was sent to the Mail Opening Unit
 - any relevant contact with the claimant
 - details of when the claimant has failed to attend a work-related interview and any interviews booked or conducted since the failure was identified
6. Selects 'Save and Close'.

7. Repeats this process if there are multiple sanctionable failures.

CAMLite action to refer sanctionable failures for a decision excluding fail to attend

The creation of a CAMLite task is not appropriate for FTA decisions for claimants in the All Work Related Requirements group. This is because the se tasks are created automatically by the following the FTA process when updating the WSP 'Appointment status' and/or the Agent Portal.

For all other sanctionable failures the agent creates the following CAMLite task for the DM to make a complex decision:

- Task Type: DM Sanction Decisions
- Sub Type: Sanction Decision
- Start Task From: Today's date
- SLA: 3 days
- Notes: AR code, date of sanctionable failure (dd/mm/yyyy) and brief description. Records if complex needs have been considered and if further evidence has been provided. Multiple referral (dd/mm/yyyy) (if applicable)
- Assigned To: UC – DM Sanctions

If there are multiple sanctionable failures, the agent creates a case in CAMLite then creates a separate task for each sanctionable failure so the tasks can be put into one case for referral to the DM.