Completing system checks when a sanctionable failure has been identified

Summary

How to complete system checks when a sanctionable failure has been identified

Content

An account developer (AD) must carry out system checks so that sanctionable failure action can be completed.

If there is an indication that a claimant has left work or reduced their hours or had their employment terminated due to misconduct.

CAMLite system

The AD navigates to CAMLite to view the Contact history and any outstanding tasks which may relate to a change of circumstances or evidence received since the date of the sanctionable failure, for example, starting work, declaration of sickness, a good reason gather notification or compliance.

If the claimant has failed to attend (FTA) an interview, the AD checks for any claimant contact since the date of failure. If the claimant contacts Universal Credit to make a new appointment, the AD can treat this as the date the claimant complied, provided that the claimant attends the new appointment.

Example:

A claimant contacts Universal Credit on the 1 April to book a new appointment following FTA. The work coach (WC) cannot see the claimant until 3 April. Provided that the claimant attends the interview on 3 April, the compliance date is 1 April.

Work Services Platform

The AD navigates to the claimant record on the Work Services Platform to establish if there is a change to the claimant's personal circumstances. This could include:

- special arrangements

- special needs

- health barriers

- homelessness

- carer marker

- Work Capability Assessment action

- domestic violence

This list is not exhaustive.

The AD views the full claimant record to establish:

- if a change in circumstances has been reported on or before the requirement was set out on the Claimant Commitment

- if the requirement set on the Claimant Commitment was appropriate and reasonable

- any information in the 'Notes' screen for any claimant contact or work coach actions which may impact the sanctionable failure decision

- if any appointments have been booked or conducted since the sanctionable failure as this could mean that the claimant has complied

Document Repository System

The AD navigates to the Document Repository System to search for and view any mail relating to a new change of circumstance and Good Reason Gather notifications returned by the claimant. This could include the following forms:

- UC70 Lowest Level and Low Level FTA only

- UC72 Low Level

- UC71 Higher / Medium Level

- UC84 Loss of Pay

- UC84a Loss of paid employment

Universal Credit system

The AD:

1. Navigates to the Agent Portal.

2. Selects 'Earnings management'.

3. Selects 'Real Time Earnings: View Earnings' and establishes if the claimant has had any paid employment during the period of the date noted on the sanctionable failure. This is done by viewing the 'Date notified' and 'Date paid' columns in this screen.

Customer Information System

The AD views the Customer Information System as this may hold evidence relating to any benefit changes such as:

- Disability Living Allowance

- Personal Independence Payment

- Pension Credit.