



WS017 Topic 07 – Capturing information on WSP & producing the Claimant Commitment

Facilitator Led Brief
v12.3

Contents

Contents.....	2
<i>Important Information:.....</i>	<i>4</i>
Topic 07 – Capturing Information on WSP and producing the Claimant Commitment	5
<i>Aims</i>	<i>5</i>
<i>Objectives.....</i>	<i>6</i>
<i>Claimant Commitment Hub.....</i>	<i>9</i>
<i>Benefits of the Claimant Commitment.....</i>	<i>10</i>
<i>Exceptional Circumstances</i>	<i>13</i>
<i>Claimant Commitment posted out.....</i>	<i>17</i>
<i>Simulation – Capturing Information - WSP Action.....</i>	<i>21</i>
<i>Simulation – Create Claimant Commitment</i>	<i>23</i>
<i>Accepting the Claimant Commitment.....</i>	<i>25</i>
<i>Switch Off due to Domestic Violence</i>	<i>32</i>
<i>Switch off due to Drug and Alcohol Dependency</i>	<i>33</i>
<i>Switching Off Work Related Requirements – child in considerable distress</i>	<i>36</i>
<i>Identifying a child in considerable distress.....</i>	<i>37</i>
<i>Evidence.....</i>	<i>38</i>
<i>WSP action.....</i>	<i>39</i>
<i>Updating Universal Credit.....</i>	<i>44</i>
<i>Verifying the Claimants ID</i>	<i>44</i>
<i>Claimant does not Accept Claimant Commitment.....</i>	<i>46</i>
<i>Second Opinion.....</i>	<i>50</i>
<i>Second Opinion Interview.....</i>	<i>51</i>
<i>Action during the Cooling Off Period.....</i>	<i>53</i>
<i>Simulation – Cooling Off Period Ended.....</i>	<i>54</i>
Topic Summary	55

Topic	Topic title	Duration
Topic 07	Capturing information on WSP & producing the Claimant Commitment	60 minutes
Total duration of Topic 06		60 minutes

Important Information:



Please note that not all job roles are required to complete every topic within this module.

The next page has full details of which topics are required by each Job Role.

The Universal Credit Learning Journey has a full list of all the learning modules required for each Job Role and the order in which they should be delivered/completed.

This can be viewed on the LDO Support Site.

Job Role	Learning Required	Duration
Work Coach	Topic 07	60 minutes
Work Services Manager		
System & Process Support		

Topic 07 – Capturing Information on WSP and producing the Claimant Commitment



Show Slide 01 – Capturing Information on WSP and Producing the Claimant Commitment



Show Slide 02 – Topic Aims and Objectives

Aims

The aim of this topic is to explain how to capture information on WSP and produce a Claimant Commitment.

Objectives

By the end of this topic, with the aid of any reference material, you will be able to:

- introduce the Claimant Commitment
- explain when a Claimant Commitment is not required to be signed
- describe the action required when a Claimant Commitment is posted to the claimant
- state the action to take when a Claimant Commitment is accepted
- identify the action to take when switching off work related requirements
- state the action to take when a claimant has a Five Working Day Calendar Cooling off period
- state the action to take when the claimant requests a Second opinion



Show Slide 03 – Claimant Commitment

The Claimant Commitment is the output document produced after the diagnosis and planning. You will capture information from the interview in the appropriate screens on WSP. Some of this information will populate the individually tailored Claimant Commitment when it is produced.

Three variations of a Claimant Commitment for the AWRR group can be produced on WSP:

- Full Claimant Commitment
- Claimant Commitment with limitations
- Suspended Work Related Activities Claimant Commitment

When the Claimant Commitment is produced you will go through it with the claimant. This can be done at either the preview stage (when the Claimant Commitment is on screen) or after it has been printed.



It is not necessary to go through the Claimant Commitment line by line. However, the claimant must be clear that failure to complete or undertake agreed activities outlined on the Claimant Commitment will have consequences and may lead to sanctions.

It is vital that the claimant understands the consequences of non-compliance. This should be discussed in some detail with the claimant and not just referred to or pointed out.

The following are examples of Claimant Commitments that can be created.

- UC Claimant Commitment – Work Programme
- UC Claimant Commitment – Work Prep
- UC Claimant Commitment – Self Employed Start Up
- UC Claimant Commitment – WFI only

Claimant Commitment Hub

The Claimant Commitment Hub is a central information source to help you in delivering a personalised Claimant Commitment.

The Claimant Commitment Hub contains integral links to About Universal Credit which allow you to quickly access the overviews and steps needed to create the required Claimant Commitment.

The Claimant Commitment Hub can be found in About Universal Credit as follows:



Enter ‘Claimant Commitment Hub’ into search



For use in the delivery of this topic you may find it useful to have a copy of a Claimant Commitment to hand.

A blank example of an AWRR Claimant Commitment can be found in About Universal Credit as follows:

About Universal Credit >> Search >> Supporting document(s) for Claimant Commitment >> AWRR – Intensive WS

Benefits of the Claimant Commitment

The benefits of the Claimant Commitment are that it:

- focuses on what the claimant intends to do
- captures key information in one place
- enables regular steps and one off actions to be captured in one place
- captures the claimant's skills and qualifications
- sets out the consequences of non compliance

s

The Claimant Commitment mirrors the kind of output document that people sign when they start work. In exchange for undertaking certain activities, the employee/claimant will receive a form of wage and other services.



Show Slide 04 – About the Claimant Commitment



Select enter to reveal information about the Claimant Commitment.



Show Slide 05 – About the Claimant Commitment

The Claimant Commitment:

- details the steps the claimant will follow in order to receive Universal Credit. The AWRR Claimant Commitment focuses on the actions the claimant will take to increase their chances of finding work, more work or better paid work and supporting the taking up of work
- should be a clear, short summary of the discussion that occurs between the claimant and Work Coach in line with legislation
- will detail the Work Related Requirements to be carried out by the claimant, normally for 35 hours per week, based upon their capability and personal circumstances
- will be updated to reflect any change of circumstances or life events or when old requirements on the Claimant Commitment expire or when work search is proving ineffective



Show Slide 06 – About the Claimant Commitment

When discussing the Claimant Commitment the Work Coach must ensure the claimant understands the implications of not complying with any part of the Claimant Commitment.

The Work Coach must explain that work related requirements sanctions will apply if the claimant fails without good reason to meet a requirement notified to them.

The Commitment Pack includes more information on the length of sanctions.

The requirements placed on the claimant should be reasonable and the Work Coach will work with them ensure they are capable of meeting those requirements.

It is important therefore that the claimant is encouraged to share all relevant information and encouraged to ask if they are not clear about any of the requirements.



Show Slide 07 – About the Claimant Commitment

Ensure the claimant understands:

- they will normally be expected to look for work for 35 hours per week
- their job will be to get paid work
- they will only be paid if they can prove they are looking for work
- the longer they are unemployed the more flexible the claimant will have to be in respect of job type/hours/location and wage

Exceptional Circumstances

In exceptional circumstances a claimant may not be required to accept their Claimant Commitment e.g. the claimant is suddenly or unexpectedly incapacitated or where there is an administrative crisis. Once the crisis is over, a claimant commitment will need to be accepted.

Appointees will not be able to accept a Claimant Commitment. If the claimant is physically unable to accept then the requirement will be lifted.

Where claimant lacks the capacity to accept a Claimant Commitment the requirement to accept a Claimant Commitment can be lifted.

Examples may include the:

- person is undergoing medical treatment as an in-patient in hospital
- claimant or office has an exceptional domestic emergency such as fire, flood
- office the claimant would be required to attend to accept the Claimant Commitment is closed and alternative arrangements are not possible



Show Slide 09 – Updating WSP – Acceptance not required

To update WSP with acceptance not required:

- select the relevant Claimant Commitment from the Claimant Commitment field
- select **Look up** from the **Commitment status** field in the **Claimant Commitment details** page
- update Claimant Commitment status to **Acceptance Not Required**
- select **Ok**
- select the date the Claimant Commitment was created from the Calendar drop down list.
- save and close

Create a WSP general note including the reasons why the claimant is not able to accept their Claimant Commitment and end/review date and if an on going work search interview has been booked to create an accepted Claimant Commitment.



Show Slide 10 – CAMLite task

You will then create a CAMLite task to review the Claimant Commitment status:

- Task Type: generic clerical
- Sub Type: Action required
- SLA: 3 days
- Start task by: (Date the exceptional circumstances are due to end or a review date of no more than 6 months)
- Clear Task by: This will automatically populate and should not be amended
- Notes: Review Claimant Commitment status – exceptional circumstances may have ended. Claimant previously not able to accept Claimant Commitment. Contact the claimant to consider accepting existing or create a new Claimant Commitment

If the claim is a new claim navigate to the general menu and select the **Verified** dropdown and select **Yes**.

The verified marker must be set to yes once the claimant's identity has been confirmed and the Claimant Commitment accepted. Once the verification flag is set to yes WSP will retrieve personal details from CIS each time the claimant record is accessed in WSP.

Update Universal Credit Claim admin to show the claimant has accepted the Claimant Commitment.

Claimant Commitment posted out

Although in an Initial Work Search Interview (WSI) you will be face to face with the claimant you will also need to be aware of the action to take to post out a Claimant Commitment.

To post out a Claimant Commitment that has not been accepted:

- identify the claimant's address from the general screen in WSP
- locate UC217 from About Universal Credit to inform the claimant the consequences of not accepting the Claimant Commitment, populating the UC217 with the claimants details and post a copy to the claimant.

Create a CAMLite task as follows:

- Task Type: generic clerical
- Sub Type: action required
- SLA 3 days
- Start task by: one calendar month after the Claimant Commitment was issued
- Clear task by: This will automatically populate and should not be amended

If the claimant calls to accept the Claimant Commitment update the Claimant Commitment status on WSP

If the claimant has not accepted the Claimant Commitment by the maturity date take the required action as for Cooling Off period expired



You will now walk through completing WSP to produce the Claimant Commitment.



Show Slide 11 – Work Services Platform (WSP) Action

The Claimant Record screen in WSP is populated with the claimant's details.

The screen contains 13 sections each populated with specific information:

- General
- Claim
- Personal
- Contact Details
- Child Information
- Job Goals
- Availability
- Work Programme
- Employment History
- Intervention Regime
- Appointment History

- Notes
- Administration

Each of these sections in WSP is opened by selecting from the list on the left hand side of the screen or from headings within the screen itself.



Each screen is visited and populated from the information gathered at the Initial WSI.

The following simulation will not visit each screen, but when a screen is not visited the content will be explained.

Ensure the learners are aware that when updating the ‘Availability’ screen in WSP they must click on save before progressing. If they don’t the information will not be retained. This only becomes apparent when the Claimant Commitment is created.

The Claimant Commitment will remain at its previous state meaning that at the Initial WSI the Claimant Commitment remains as ‘all work suspended’ and if printed wouldn’t hold any work search information.

Simulation – Capturing Information - WSP Action



Show Slide 12 – Simulation – Capturing Information - WSP Action



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to WS017 Initial Work Search Interview and select the See It, Try It or Know It links for the ‘Capturing Information WSP’ simulation. Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation.

You have now populated sections of the Claimant Record screen.

The next step is to populate the Claimant Commitment related fields, view and print a Claimant Commitment and record the Claimant Commitment Status as Accepted

The Claimant Commitment related screens are expanded when selected from the Common menu on the left hand side Claimant Record screen.

The simulation will also show you how to enter information about:

- basic skills screening
- qualifications
- challenges (e.g. Travel to Work Limitations – lack of public transport)

Simulation – Create Claimant Commitment



Show Slide 13 – Create Claimant Commitment



To view the simulations please refer the learners to the **Universal Credit Simulations and Screenshot Walkthroughs intranet page** which is within the **Learners Support Site**.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to **WS017 Initial Work Search Interview** and select the **See It, Try It or Know It** links for the ‘**Create Claimant Commitment**’ simulation. **Note the information at the top of this intranet page which describes how to use the hyperlinks.**

Allow the learners 10 minutes to complete this simulation



It is important that the learners are aware that all Claimant Commitments, with the exception of new style JSA and ‘New style contribution-based Employment and Support Allowance’ are available and should be produced from WSP rather than clerically.

If a claimant requires a Claimant Commitment to be produced in large font because they are visually impaired, blank Claimant Commitment templates can be accessed via the Claimant Commitment hub in About Universal Credit.

If a Claimant Commitment template is to be completed take the following action:

- in WSP access the Claimant Commitment screen and select deactivate if not already showing
- determine the Claimant Commitment
- note WSP with the type of non WSP Claimant Commitment and the date created.
- select the appropriate Claimant Commitment template

If the claimant has a visual impairment use the blank Claimant Commitment (available in word) and edit as a word document to allow the font size to be adjusted.

Accepting the Claimant Commitment

The claimant is required to accept a Claimant Commitment as a Condition of Entitlement for Universal Credit.

Explain to the claimant that in order to be eligible for Universal Credit they must have accepted a Claimant Commitment and be committed to undertake the agreed steps detailed on the Claimant Commitment.

Without an accepted Claimant Commitment Universal Credit will not be paid.



Show Slide 14 – Accepting the Claimant Commitment

If the claimant does not want to accept their Claimant Commitment inform them of the following so that they can make an informed decision about the consequences:

- the Claimant Commitment is a contract between DWP and the claimant
- it details joint responsibilities
- it is a fundamental part of the claimant's claim to Universal Credit
- it helps the claimant to either get paid work or increase their earnings
- claimants cannot receive Universal Credit if they do not have a current agreed/signed Claimant Commitment
- we will inform their partner (if they have one) that they have not accepted a Claimant Commitment and that neither will be entitled to Universal Credit if the claimant does not accept a Claimant Commitment

If a Claimant Commitment is not accepted 'Claim Admin' cannot be updated. Send a CAMLite task to an Account Developer as follows:

- **Task Type:** termination/suspension
- **Sub Type** make decision on evidence
- **SLA:** change 5 day to SLA to 1 hour to stop the risk of overpayments
- **Start task by** (Date the Work Coach created task)
- **Clear task by:** This will automatically populate and should not be amended.

Task notes - if the claimant cooling off period has expired include 'Universal Credit claim to be closed, cooling off period ended (enter date), no contact from claimant'.



If the claimant commitment is upheld as reasonable, or the claimant commitment has been revised but not then accepted at the Second Opinion Interview, then the Task notes should read ‘Universal Credit claim to be closed, claimant has not accepted CC following second opinion interview’

For an on-going claim - payments will be stopped from the beginning of the assessment period in which they failed to accept their Claimant Commitment. They will then have to claim again, and they will still have to accept a Claimant Commitment.

If a claimant does not accept a Claimant Commitment their Universal Credit will stop from the start of the Current Universal Credit assessment.

If agreement cannot be reached on the Claimant Commitment you will need to explain the Five Working day Cooling off period and Second Opinion Interview.



The process of discussing and booking an appointment for a Second Opinion Interview is detailed later in this topic. Following a cooling off period or a second opinion, in which the claimant commitment has not been accepted, the claim will be closed and the claimant will need to make a further claim.



Show Slide 15 – Switching Off Work Related Requirements

There may be times when a claimant cannot meet their work search and work availability requirements. Under Universal Credit there is provision to temporarily switch off a claimant's work related requirements. This can be due to the claimant's personal circumstances or because they are providing support to a child in considerable distress.

Examples of a temporary switch off include:

- attending court or tribunal
- bereavement
- carrying out a public duty
- domestic emergency
- domestic violence
- homelessness

- drug and alcohol dependency
- jury service
- taking part in part time education or training
- temporary absence for medical treatment
- temporary child care responsibilities
- sickness

Record the reason for the suspension on WSP, amending the start date, end date, review date.

If the claimant is in the AWRR Intensive Regime all Work Search Reviews are suspended during the temporary easement (switch off period).

If the claimant is in the AWRR Intensive Regime or Work Preparation Regime all Work Search Interviews are suspended or cancelled during the temporary easement.

Once the easement period has ended the claimant will resume Work Search Reviews and Interviews will resume as normal.

The claimant's availability will be amended to 'No' in WSP and create a Claimant Commitment. As the claimant's Work Search and Work Preparation activities have been temporarily eased, this process will identify if a claimant is with a contracted provider. If they are you will need to notify them if appropriate.

If the claimant has any sanctions and the date of failure (from date) is after the date of change that led to the switch off of requirements, sanctions will need to be reconsidered due to the change of circumstances.



Switching off requirements will often be done by an Account Developer when a claimant rings to report the change of circumstances.



Show Slide 16 – Switch Off due to Domestic Violence

Switch Off due to Domestic Violence

If an agent identifies, or a claimant declares they have been or are a victim of domestic violence the agent should not discuss this with the claimant. If the claimant is currently subject to work related requirements a Work Focused Interview will need to be booked as soon as possible.

The purpose of this interview is to explain what assistance can be given to the claimant and establish if they meet the criteria for their work related requirements to be switched off.



Show Slide 17 – Switch Off due to Drug and Alcohol dependency

Switch off due to Drug and Alcohol Dependency

It is DWP policy to support claimants with drug and/or alcohol dependency to engage with structured treatment and recovery services as part of an active way into work.

To provide claimants with the opportunity to focus on their recovery during structured treatment their work search requirements can be switched off for up to 6 months while undergoing structured treatment.

An on-going Work Focused interview will be booked and a task created to inform the Work Coach why an interview is required.

If the claimant is attending structured treatment and has already completed a Tailored Conditionality Referral Form TCR2 (UC) S they will be asked to bring it to the interview.

If form TCR2 (UC) S hasn't been completed it will be issued to the claimant who will get their structured treatment provider to complete parts 1-2 of the form. The claimant should then bring it to the Work Focused interview.

Part 4 must be completed by the claimant in front of the Work Coach.

If the claimant has a drug and alcohol dependency, both must be recorded separately on WSP.

During the period of tailored Conditionality, Work Search requirements are switched off. Claimants with drug and/or alcohol dependency will still continue to attend Work Search Reviews and any Work Related Interviews.

As a Work Coach you will work with the structured treatment provider to tailor these work related requirements so the claimant can attend them. The Claimant Commitment is not limited.



Show Slide 18 –Criteria

The criteria for switching off work search requirements are:

- work Search requirements have not been switched off due to drug and /or alcohol abuse and a tailored conditionality period applied in the last 12 months
- confirmation by return of a fully completed Tailored Conditionality Referral form TCR2 (UC) S that they are receiving structured treatment

Inform the claimant that they will need to remain in treatment otherwise their Work Search Requirements will be switched back on, and their Work Search Requirements will automatically be switched back on 6 months from the start date of the treatment.

Update WSP with any follow up action. This includes:

- agreeing monthly review dates with the structured treatment provider
- calculating the end date of the switch off and tailored conditionality (always 6 months from the date treatment started)
- sending the completed Tailored Conditionality Referral form TCR2 (UC) S to the Mail Opening Unit (MOU) for scanning into DRS marked 'No CAMLite action'
- updating WSP general with any information not already captured



Further information on switching off requirements due to drug and alcohol dependency can be found by entering 'Switching Off Requirements Drug & Alcohol dependency' into search in About Universal Credit.

The Tailored Conditionality Referral form TCR2 (UC) S can be found under 'Supporting document(s) for sick and disabled claimants.'

Switching Off Work Related Requirements – child in considerable distress

There may also be times when a claimant's ability to fulfil their work-related requirements is affected because they are providing additional support to a child in considerable distress.

If an Assistant Work Coach or Telephony Agent identifies that a claimant's ability to meet their work related requirements is affected by their family circumstances they will book an on-going work focused interview so that you can consider whether a switch off can be applied.



Show Slide 19 – Identifying a child in considerable distress

Identifying a child in considerable distress

As a Work Coach you must decide if a claimant meets the criteria for having their work related requirements switched off because a child is in considerable distress. To be eligible:

- the claimant must be a responsible carer for a child under 16
- an event/situation must have occurred which could reasonably be expected to cause the child distress
- the claimant must be providing additional care and support to the child because of the distress
- the claimant's ability to look for, or be available for work must be affected

Assess what impact these situations are having on the claimant's ability to undertake their work related requirements set out in their Claimant Commitment For example is the claimant attending meetings with the school, social services.



Show Slide 20 – Evidence

Evidence

Claimants should be encouraged to provide evidence to show how the situation is affecting them. For example a claimant may provide a letter from the child's school or teacher.

If the claimant cannot provide formal evidence the claimants work related requirements can still be switched off if:

- this is the first time the claimant has reported a child in considerable distress
- you are satisfied that this will have an effect on the claimant's ability to look for and be available for work

For the time that a claimant's work related requirements are switched off, the claimant will not be required to:

- look for work
- be available for work
- attend work search reviews or work focused interviews



Show Slide 21 – WSP Action

WSP action

If the claimant is in the AWRR Conditionality group and their work related requirements have been switched off take the following action on WSP:

- select 'Availability' from the information menu
- select 'No' in the 'Available for work; drop down
- input a date in the 'Review Date' field one month from the date of notification
- detail the reason why requirements have been switched off in the 'Reason for Unavailability field'. This must include that the claimant is responsible for a child in considerable distress.
- create a Claimant Commitment with the requirements switched off
- cancel any Work Search Reviews/Interviews during the period of the switch off
- set a task on WSP for the end of the switch off period to book an on going Work Focused Interview. The interview is to contact the claimant and discuss tailoring their CC or reinstating their work related requirements



Ask the learners to enter ‘child in considerable distress – desk aid’ into About Universal Credit.

Allow the learners 10 minutes to access and read through the desk aide.



Further information can be found in About Universal Credit by entering the following information into search:

Switching off requirements – Child in considerable distress



Show Slide 22 – Preview Claimant Commitment Including Sanction Implications



Remind the learners of the five key elements (including Pre-Interview preparation and Claimant Commitment and Commitment Pack) of the Initial WSI:

- **gather information**
- **diagnose the claimant's Capability based on their circumstances**
- **set Work Search Activities**
- **set Work Preparation Activities**
- **ensure the claimant understands what is required for them to take responsibility for their own work search**

Use the information provided and recorded to agree a Claimant Commitment.



Explain that the Work Coach and the department's partners will offer the claimant appropriate coaching and support to assist them in meeting their requirements.

Check the claimant understands the steps they must take to prepare for a return to work and the consequences of any failure to comply with work related requirements (sanctions).

The Claimant Commitment also outlines the sanctions applicable for not complying, without good reason, with the availability the claimant has committed to. This must be explained to the claimant to ensure they understand the consequences of failing to comply with their responsibilities which have been set out.



Show Slide 23 – Claimant Commitment Accepted

The data gather is complete, diagnosis has been made, referrals have been made where appropriate, the claimant has accepted and signed their Claimant Commitment



Signing the Claimant Commitment encourages the claimant to take ownership of their tailored Claimant Commitment.

Record the WSP Claimant Commitment Status as Accepted following the process shown in the simulation.

On WSP the specific Claimant Commitment Status categories Accepted, Not Accepted, Claim not pursued, Claim Closed – in cooling off period, do not display until the Claimant Commitment has been printed.

Before the claimant leaves the office take the opportunity to remind them of their obligations outlined in their Claimant Commitment. Remind the claimant of the consequences of not adhering to their Claimant Commitment.



For example: The consequence of failing to create a profile and CV in Universal Jobmatch by the required date could lead to the claimant being sanctioned.

This is only if it has been specified as a Work Related Activity and is only where reasonable and appropriate actions have been taken.

The consequences (sanctions) of not complying with the work related requirements in the Claimant Commitment must be explained to the claimant.

If the claimant mentions something new which changes the Claimant Commitment – amend the required section of the WSP data gather field.

The My Work Search and Work Preparation Action of the Claimant Commitment section should not be included. Explain to the learners that the My Work Search and Work Preparation Action are not sent as this section is available to view on WSP.

Updating Universal Credit

It is vital that the claimant's Universal Credit Account is updated when the initial Claimant Commitment has been accepted. If the Universal Credit Account is not updated the claimant's payment will not be generated.

To update navigate to claim admin then select Claimant Commitment.

This action will be done by a Work Coach

Verifying the Claimants ID

In the majority of claims the PASA will introduce the claimant to you after they have completed the non repudiation interview and confirm that ID has been verified.

If ID has not been verified by the PASA you will complete ID verification when the claimant has accepted their Claimant Commitment.

Record that ID has been verified on WSP when:

- a claim date recorded
- a claimant commitment dated on or after the claim date
- the latest claimant commitment is recorded as accepted by the claimant

This means that you will be unable to carry out this task until the end of the interview or later if ID is not verified or the claimant does not accept the Claimant Commitment.



Show Slide 24 – Updating status of the Claimant Commitment

This slide gives details of the Claim Admin screen in Universal Credit to show that the Claimant Commitment has been accepted.



A Claimant Commitment must only be marked as accepted after the ID verification process has been initiated. If not the claim will become stuck in 'Progress' and cannot be actioned by the Service Centre.



Depending on local arrangements the actual ID Verified update may be done either by the Work Coach as part of their Initial WSI, or when collating the WSI bundles at the end of each day.

If the ID field is not completed a task will automatically be generated to inform the Work Coach that this must be followed up.

The ID Verified field must be completed within 4 weeks of the claim start date. If this is not included CIS will not pull the correct claimant information over to WSP and payment of Universal Credit cannot be made.



The learning now looks at explaining to the claimant the consequence of not accepting their Claimant Commitment and demonstrates how to update WSP to show the claimant has entered the Five Working Day cooling off period or requested a second opinion.

Claimant does not Accept Claimant Commitment

If the claimant does not accept their Claimant Commitment they have five working days to:

- decide whether they will/will not accept the Claimant Commitment (a cooling off period)
- request that another Work Coach gives a second opinion on the Claimant Commitment

If the claimant does not accept their Claimant Commitment and does not request a second opinion, or ends the interview without accepting the Claimant Commitment, they enter the Cooling off period which lasts up to five working days starting from the day they refuse to accept their Claimant Commitment.

A WSP System Task will be set automatically as a result of the agent setting the Claimant Commitment acceptance status.



The term ‘Cooling Off’ period should not be used with the claimant and is for internal use only.



Show slide 25 – Cooling Off Period

If the claimant requests Five Working Days (Cooling Off period) to consider their Claimant Commitment you must ensure that they understand:

- the Five Working Day Cooling off period starts the day the Claimant Commitment was created

it is their responsibility to make contact during the Five Working Days if they want to accept or discuss their Claimant Commitment
- if the claimant contacts DWP after the expiry of this period **you will need to advise them** that their claim is defective (claim not entitled/closed) and to make a new claim
- if during the Five Working Days they accept their Claimant Commitment their claim will continue from the original start date
- they can request a second opinion on their Claimant Commitment with a different Work Coach



Show Slide 26 – Five Working Day Cooling Off Period

If the claimant wishes to enter the Five Working Day Cooling Off Period the following action must be completed on the day of the interview as WSP automatically calculates the Cooling Off period and sets a task for action to be taken:

- access the Claimant Commitment screen in WSP
- amend the Claimant Commitment status to **Not accepted – in Cooling Off period**
- populate the claimant notification letter template regarding the cooling off period
- issue the claimant with the letter about the cooling off period which will be located within the suite of letters and notifications within 'About Universal Credit. (UC 216 LTR Cooling Off Period. UC 215 LTR PTR Cooling Off Period)
- make a note on the claimant's WSP record to say the letter has been issued

During the cooling-off period all claimants have the option to accept the Claimant Commitment. If a claimant wishes to accept the Claimant Commitment during the cooling off period, the claim continues from the original date of claim.



You will also need to consider if there are any public holidays during the cooling off period and amend the Cooling Off Period as appropriate.

If a Cooling Off Period task has expired check If there have been any public holidays during it (start date of the WSP task) If yes, a new WSP task must be created.

For example:

WSP Task creation date - Wednesday 1st April 2015

WSP Task matures – Tuesday 7th April 2015

A new WSP would need to be created to mature Thursday 9th April to take into account Friday 3rd April (Good Friday) and Monday 6th April (Easter Monday). The original task must be marked as complete.

Second Opinion

If at the Initial WSI or during the Five Working Day Cooling off period the claimant requests a Second Opinion it is important that you first explain the following:

- a Second Opinion Interview will be booked with the independent Work Coach to discuss the Claimant Commitment. This will include a review of the information previously provided
- if the Work Coach carrying out the Second Opinion Interview does not change the original Claimant Commitment the claim will be terminated and they will have to make a new claim to Universal Credit the next day.
- once the Second Opinion Interview has been booked the Five Working Days ends and the claimant can no longer choose to sign their Claimant Commitment whilst waiting for their Second Opinion Interview



The Second Opinion interview must be booked on the same day or the next working day.

Second Opinion Interview

At the Second Opinion Interview the claimant will be notified of the decision by the Work Coach.

If a decision is that the original Claimant Commitment does not change the claimant will be required to re-apply for Universal Credit.

The claimant cannot then decide to accept the original Claimant Commitment but will be required to make a new claim.

The earliest the new claim can be made is on the following day after the decision was made. The original Universal Credit claim will be closed.

The claimant has no right of appeal.

If after the Second Opinion Interview a new Claimant Commitment is created the claimant will need to accept this one. If they refuse, their claim will be closed, they cannot enter a cooling off period for this Claimant Commitment. The claimant must wait until the following day if they wish to submit a new claim for Universal Credit.



Show Slide 27 – Action required on WSP

If a claimant requests a Second Opinion take the following action on WSP:

- update the Claimant Commitment status field to show Not Accepted – sent for Second Opinion
- book a Second Opinion appointment selecting interview type Claimant Commitment Reconsideration Interview



The Cooling off period should be offered to the claimant before booking the Second Opinion.



Full guidance can be found in ‘ About universal Credit’ against the following searches:

‘Claimant commitment not accepted’

‘Claimant commitment – cooling off period’

‘Claimant commitment – book second opinion interview’

‘Claimant Commitment – conduct second opinion interview’

Action during the Cooling Off Period

If the claimant subsequently accepts the Claimant Commitment during the Cooling off period, the Claimant Commitment status should be updated to **accepted** and the claim continues from the original date of claim.

If no contact is made or contact is made after the expiry of the Cooling Off period the claimant will need to make a new claim to Universal Credit.

Simulation – Cooling Off Period Ended



Show Slide 28 – Cooling Off Period Ended



To view the simulations please refer the learners to the Universal Credit Simulations and Screenshot Walkthroughs intranet page which is within the Learners Support Site.

http://intranet/1/jcp/directorates/hr/learning/coursesandproducts/dwp_t750753.asp

The learners should scroll down to WS017 Initial Work Search Interview and select the See It, Try It or Know It links for the ‘Cooling Off Period Ended’ simulation.

Note the information at the top of this intranet page which describes how to use the hyperlinks.

Allow the learners 10 minutes to complete this simulation.

You have now completed the action required for completing the task to record the cooling off period ended and the claim is not pursued.



Once you have explained all the options available to the claimant give the claimant the opportunity to accept and sign their Claimant Commitment before leaving the Initial WSI.

Topic Summary



Show Slide 29 – Topic Summary

In this topic you have learned:

- Claimant Commitment purpose and use
- Switching Off Requirements
- Five Working Day Cooling Off Period
- Second Opinion