

## 06 Post interview action

### Claimant attends the appointment

#### Updating the Activity Resolution

1. Where the claimant attends the appointment, record details of the outcome of the appointment on the FRAIMS activity.
2. Ensure that the correct Resolution reason is selected for the outcome of the appointment as this will be used for MI purposes.
3. The following table shows how the selected Resolution input on the FRAIMS activity will be treated for MI purposes.

Resolution	MI Result
Office Interview <ul style="list-style-type: none"><li>• Attended</li><li>• Further Interview Required</li></ul>	Effective
Home Visit <ul style="list-style-type: none"><li>• Effective – Action Complete</li><li>• Effective – Action Incomplete</li><li>• Ineffective – Visit N/A</li></ul>	Effective
Office Interview <ul style="list-style-type: none"><li>• Failed to Attend C</li></ul>	Ineffective
Home Visit <ul style="list-style-type: none"><li>• Ineffective – Action Incomplete</li></ul>	Ineffective
Office Interview / Home Visit <ul style="list-style-type: none"><li>• Customer Cancelled</li><li>• Not Required</li><li>• Created in Error</li></ul>	Neutral (Will not affect the FTA MI calculation)

#### Recording details of the interview

4. Record a summary of the interview activity in the Activity 'Description and/or 'Comments' field on FRAIMS. As a minimum this must include:
  - the date of the interview,
  - an account of what was discussed, to include:
    - all allegations on the Fraud Referral Form (FRF), such as living together/working/other allegations denied or admitted by the claimant; or if a high risk case details of the claimant's circumstances and any changes to these reported, and
    - in all cases (including Risk Cases) a brief account of the full review undertaken of current circumstances.
  - details of the outcome of the interview, such as living together/working/other admitted/denied by claimant, no change to entitlement or maintenance declared from an earlier date,
  - the date of the change,
  - whether the claimant knew to report the change,

- reasons why the claimant provided incorrect information at the outset or failed to report the change in circumstances,
- admittance from the claimant that they knowingly gave false information or knowingly failed to declare a change of circumstances,
- potential overpayment and recovery process, including an agreement to repay any overpayment regardless of the amount, unless the overpayment is wholly an official error,
- any potential underpayment and re-assessment,
- warning of future conduct regarding non-compliance including the possibility of the imposition of a Civil Penalty for the current failure to comply,
- that an MF47 statement has been obtained and the declaration has been signed by the claimant.

### **Obtaining benefit and/or overpayment decisions**

5. Complete the LT54, outlining details of the case. Ensure the LT54 is fully completed as the DM will return forms that have information missing or incomplete.

### **Current award of benefit to be revised**

6. If the current award is to be revised:
  - send the LT54 to the DM,
  - create an activity and B/F the case for the DM response,
  - update the 'Case Stage' to 'Benefit Decision',
  - do not update the Case 'Outcome', 'Outcome Result' or 'Date of Outcome' fields,
  - if an overpayment calculation is required, also take action as outlined in Overpayment calculation required.

### **Overpayment calculation required**

7. If an overpayment calculation is required in addition to revision of the current award:
  - complete the REF2 and send it with a copy of the LT54, MF47 and all other relevant documents to the relevant overpayment Central Team, see 02 – Overpayment guidance for Customer Compliance,
  - create an activity and B/F the case for the overpayment Central Team response.
8. If there is no current live benefit claim, or the current award of benefit is not to be revised, record the details of the referral for the overpayment calculation by updating the:
  - Case 'Stage' to 'Central Reassessment Team',
  - Case 'Outcome', 'Outcome Result' and 'Date of Outcome' fields

### **Sensitive Material check**

9. Remove all material marked sensitive and complete the RM7 to state the check has been completed.

10. Pass the case to the Customer Compliance Support Manager (CCSM) for them to complete the final sensitive material check.
11. The Customer Compliance Support Officer (CCSO) should update Notepad on the appropriate benefit payment system to record that Customer Compliance activity has taken place.
12. Carers Allowance (CA) cases must be returned to the Fraud Investigation Service Disability and Carers Team (FIS DCT) and not direct to the DM.

### **Claimants fails to attend**

13. Where the claimant fails to attend the office interview or is not available for the visit, record details of the outcome of the appointment on the FRAIMS activity.
14. Ensure that the correct Resolution reason is selected for the outcome of the appointment as this will be used for MI purposes.
15. If the claimant has failed to attend the office interview or failed to be available for a home visit, record the details of attempts made to contact the claimant, including any good reasons for the failure to attend in the activity 'Description' and/or 'Comments' field.
16. Where a LMS record exists, note the record that the claimant failed to attend / was not available for the appointment.

### **Documentary evidence is not provided**

17. If documentary evidence is not received within 14 calendar days of the date the request for evidence is notified to the claimant, this could be the date the original letter was issued or the date the verbal request was made if different, the Customer Compliance Officer (CCO) should suspend the claimant's current award of benefit.
18. If the claimant is known to be vulnerable and direct contact with the employer is the only way to progress the case, consider if an approach to the information provider for the required information/evidence is appropriate.

### **Obtaining wage information**

19. Wage details can be requested from employers where:
  - the claimant has admitted they were working on the MF47 statement and have given their written authority / permission for their employer to be contacted by the department
  - Written authority / permission has not been provided and the claimant denies they have been working for a named employer, refuses to provide the information requested or states they are unable to provide the information e.g. no pay slips held
20. EQ1s must not be issued by CCOs under any circumstances. These are Fraud Investigation Service (FIS) forms and can only be used by Authorised Fraud Officers. Customer Compliance Officers are not authorised to use Section 109 powers and therefore requests of employers must be made under Data Protection Act.

21. Initial enquiries can be made by telephone with follow up requests in writing if necessary. Any employer enquiry should include details of the position within the company of the person who is providing the information.
22. Employer contact will be recorded on FRAIMS as communications:
  - by outbound telephone call,
  - by letter using CCEEL1/CCEEL1W.
23. Record the requests to the employer and set a B/F date by creating an activity on the case. Allow 10 working days for the response.
24. If the information is not provided, take action to follow it up this could be by re-issuing the enquiry form and letter or by telephone and update the activity.

## **Suspending benefit**

25. If the claimant fails to attend the appointment, or does not provide the requested information, the Customer Compliance Officer (CCO) must consider if the benefit claim is to be suspended.
26. If the claimant has been identified as 'vulnerable' the CCO must not take suspension action but should send details to the appropriate benefit Decision Maker (DM) so that they can consider the next actions to be taken, see Obtaining benefit and/or overpayment decisions.
27. Queries relating to Hardship claims should be directed to appropriate DM for action.
28. If benefit suspension action on Jobseekers Allowance (JSA) / Employment and Support Allowance (ESA) / Income Support (IS) is appropriate, send the claimant the CCSUS1 / CCSUS1W.
29. For all other benefits, do not suspend benefit or send any notification to the claimant. Complete the CCSUS2 and send it to the appropriate Decision Maker who will consider taking suspension action.
30. Create an activity on FRAIMS to record the issue of the letter and set a B/F for 1 month for the response from the claimant. .
31. Take the following action to suspend JSA / ESA / IS:

### **JSA / ESA**

<b>Step</b>	<b>Action</b>
1.	Access dialogue 210.
2.	Enter 'S' in the appropriate field and select 'Enter'.
3.	In the 'AR code' box input the reason code '9999'.
4.	Enter the date of suspension, this will be the first date after the last payment made, do not enter an end date.

5.	Select 'End'.
6.	Access dialogue 110 and record the reason for the suspension and your contact details.

### **Income Support**

<b>Step</b>	<b>Action</b>
1.	Input the NINo followed by '460'. You cannot tab across.
2.	Enter 'Y' in the Suspension field.
3.	The 'Reason code' is '2'. Select 'Enter'.
4.	Ignore any messages the system displays.
5.	Access dialogue 110 and record the reason for the suspension and your contact details.

32. If Housing Benefit is in payment notify the Local Authority that the claimant's Income Support has been suspended by completing the DL/SUSTERM4, see the Suspension and Termination Guide.

### **No response received on the expiry of the B/F date**

33. If on expiry of the B/F date on FRAIMS the claimant has not been in contact to resolve the issue, update the activity to record that no response has been received.
34. Refer the case to the DM, see Obtaining benefit and/or overpayment decisions.

### **Reinstatement of benefit**

35. If following contact from the claimant benefit is to be re-instated contact the appropriate DM by e-mail to lift the suspension and pay any arrears of benefit.

### **Post interview action for non-Jobcentre Plus benefits**

36. Customer Compliance Officers (CCOs) undertake interviews on behalf of other Agencies/Departments. The following action should be taken by the Customer Compliance Support Officer (CCSO) once the Customer Compliance interview has been completed.

37. The RM7 should only be completed for information gathered by the CCO.

### **Carers' Allowance only referrals**

38. For Carers Allowance (CA) referrals the CCO must take the following action:

- ensure that all sensitive information is marked in red and complete the RM7 to confirm the check has been completed, and
- send the file including the MF47 statement, RM7 and any associated evidence previously provided by Pensions Disability and Carers Service (PDCS) to the Fraud Investigation Service Disability and Carers Team (FIS DCT).

### **Pension Referrals**

39. For Pension referrals, the CCO must take the following action:

- refer the case to the Pensions Decision Maker via the Fraud Liaison Officer Single Point Of Contact (SPOC) at the relevant Pension Centre for a decision and any overpayment action, and
- create activity and B/F the FRAIMS case to record that the case is booked out,
- remove all sensitive material and complete the RM7 to confirm the check has been completed. Ensure that the RM7 is included in the file sent to the PDCS.

### **Carers Allowance in payment - Allegation solely Capital and/or Living Together As Husband And Wife/Civil Partnership**

40. If CA is in payment, the CCO must take the following action:

- issue a copy of the MF47 statement and any associated evidence previously provided by PDCS to the FIS DCT only when the information gathered by the CCO appears to impact the CA,
- where applicable, refer the file to the Pensions Decision Maker (DM) via the Single Point Of Contact (SPOC) at the relevant Pension Centre for a decision and potential overpayment action,
- before returning the case, remove all sensitive material and complete the RM7 to confirm the check has been completed. Ensure that a copy of the RM7 is included in both files sent to the PDCS,
- update the closure sheet on completion of all activity,
- where applicable, return the Pensions file to the relevant Pension Centre via the SPOC for storage.