Claimant Commitment - cooling-off period expires

Summary

The steps to take when the Work Service Platform task 'Cooling-off period expired' is received

Content

When a claimant's 'cooling-off' period has ended and they have not accepted a Claimant Commitment, a work coach (WC) receives a task in the Work Services Platform (WSP) to alert them to close the claim. The task will be in the 'Activities' section of the 'My work' screen in WSP.

If there have been any public holidays during the cooling-off period (start date of the task) the WC must create a new WSP task.

Example:

- task creation date - 1 April 2015
- task matures - 7 April 2015

The WC creates a new WSP task to mature 9 April taking into account Good Friday and Easter Monday (the WC must mark the original task as complete). See CAMLite and Work Services Platform notes.

To update the claimant's record (when the Claimant Commitment was created on WSP) the WC:

1. Selects the relevant task in the list of activities.

2. Selects the claimant's name in the 'Regarding' field to display the claimant's record.

3. Selects the 'Claimant Commitment' from the common menu on the left hand side.

4. Selects the Claimant Commitment with the 'Not agreed' status noted 'Not accepted – in cooling off period' from the list and:

- if the claim is live and in payment, the WC changes the status to 'Claim closed'
- if the claim is not live, the WC changes the status to 'Claim not pursued'

5. Selects 'OK'.

6. Selects the 'Look up' in the 'Not accepted reason' field.

7. Selects 'Refuse to agree CC' and 'OK'.

8. Selects 'Save & Close'.

9. Selects 'Mark complete' to close the WSP task

10. Creates the following CAMLite task:

- Task type: Termination/suspension
- Sub type: make decision on evidence
- SLA: change 5 day SLA to 1 hour to stop the risk of overpayments
- Start task by: (date the WC created the task)
- Notes: 'If the claimants cooling off period has expired, the WC to include "Universal Credit to be closed, cooling off period ended (enter date), no contact from claimant" '

See CAMLite and Work Services Platform notes.

On receipt of this task, the AD terminates the claimant's Universal Credit claim, notifies interested third parties, deactivates WSP and issues a termination notification. See Suspensions, termination and withdrawals.