

Claimant Commitment – booking a second opinion interview

Summary

How to book the second opinion interview when a claimant doesn't accept their Claimant Commitment

Content

When a claimant in the All Work Related Requirements regime (including claimants in the In Work Progression trial) has not accepted their Claimant Commitment, they may request a second opinion of the work search and availability requirement detailed on their Claimant Commitment.

They may do this immediately or contact the Universal Credit outlet afterwards as long as they are within their 5 working day 'cooling-off' period.

If the claimant has immediately requested a second opinion interview, see 'Claimant is in the cooling-off period' below.

If the claimant has contacted Universal Credit at a later date to request a second opinion interview, a check must be made to see if they are still in their 5 working days cooling-off period. To do this the agent:

1. Selects 'Claimant Commitment' from the Common menu.
2. Checks the 'Created on' date for the Claimant Commitment marked 'Not accepted – in cooling-off period'.
3. Ensures the claimant's 5 working days cooling-off period has not expired.

An indication of this could be an outstanding 'End of cooling-off period' system task in the Open activity associated screen (accessed through 'Activities' in the extension menu):

- if the claimant is in the cooling-off' period, see 'Claimant is in the cooling-off period' below
- if the claimant's cooling-off period has expired, see 'Cooling-off period has expired' below

Claimant is in the cooling-off period

If the claimant is still within the cooling-off period, the consequences of requesting a second opinion interview must be explained to them before the interview is booked. These include the following:

- once they have requested a second opinion, the 5 day cooling-off period ends and they will no longer be able to accept the disputed Claimant Commitment
- the second opinion interview must be conducted on the same day, or exceptionally on the following working day after the request
- if the second opinion does not change the disputed Claimant Commitment, the claim to Universal Credit will be terminated (if the claimant wants to make

a new claim they must do this online from the next working day - their new claim start date will be the date they submit their new claim)

- if the second opinion does change the disputed Claimant Commitment, the Universal Credit claim will continue with the original claim start date if there have been no other changes in their circumstances
- the claimant must also be made aware that there will not be any further cooling-off period for this Claimant Commitment following this second opinion

The claimant must be offered the opportunity to accept the disputed Claimant Commitment prior to booking the second opinion interview. See Claimant Commitment - accepted.

If the claimant wishes to proceed with the second opinion interview the agent:

1. Books a second opinion interview (the interview must be on the same day or the next working day). See Booking appointments.
2. Amends the Claimant Commitment status to 'Not accepted – 2nd opinion'.
3. Selects 'OK'.
4. Updates Work Services Platform 'Notes'.
5. Selects 'Save and close'.

Cooling-off period has expired

The work coach explains to the claimant that their cooling-off period has ended, they cannot accept their original Claimant Commitment and that their claim will be closed and they must submit a new claim to Universal Credit.

The work coach must ensure that all action on the 'Cooling-off period expired' task has been taken. See Claimant Commitment - cooling-off period expires.