

Pieces of UCKM guidance:

1. Setting work related requirements
2. Switching off requirements - Temporary absence for Medical Treatment
3. Receipt of a statement of fitness for work or Return to Work Plan
4. Actions when no Statement of Fitness for Work has been received

Setting work related requirements

Summary

How to set work related requirements including work search and work preparation activities for a claimant in All Work Related Requirements group Intensive regime during interview

Content

During every work search interview, the work coach (WC) identifies the things that affect the type of work a claimant is expected to look for and accept if offered. The WC establishes the type, location, hours and pattern of work a claimant is expected to look for and be available for. Claimants are normally expected to look for any work that they are capable of doing that pays the National Minimum Wage (or above) and that is within 90 minutes travelling distance from their home. Claimants are normally expected to look for full time work.

Claimants in the All Work Related Requirements group, Intensive regime, must normally be available to attend an interview and take up a job immediately.

A claimant's individual personal circumstances will determine the actual requirements set.

A full diagnosis of the claimant's circumstances and capacity for work helps determine:

- realistic job requirements
- required hours of availability
- availability for interview / to start work
- travel to work time
- work search requirements including mandatory job applications
- work availability requirements
- job interview requirements
- work preparation requirements including any Mandatory Work related activities
- any other work-related activities

These should be reviewed and updated throughout the claim.

Claimants must understand:

- their goal will be to get paid work, more work or better paid work as quickly as possible
- they will be expected to take up a full time job - a claimant is not required to take employment which requires them to work for more hours than the European Working Time Directive which is up to 48 hours per week (for claimants aged 18 and over) or 40 hours per week (for claimants aged 16/17 years)
- they should undertake work search and work preparation activity for up to a maximum of 35 hours a week -for claimants with agreed restrictions on their availability for work (below 35 hours per week), work search and work preparation requirements will be the same number of hours they are normally available for work. Note: A 'week' is defined as any 7 day period and is not aligned to their intervention day.
- the work search and work preparation activities must give them the best prospects of finding work quickly
- if without good reason they have not carried out their work related requirements, their Universal Credit payments will be cut (these cuts are known as sanctions - the information about sanctions in the Claimant Commitment and the Commitment Pack should be shown to the claimant and explained to them)

Temporarily switching off requirements

Work coaches may identify circumstances which mean that the claimant's work search and availability requirements will be temporarily switched off.

Regulations give a list of the particular circumstances where this is appropriate, for example if a claimant:

- with a self-certificate/medical evidence reports illness of up to 14 days
- is homeless
- is receiving medical treatment or is convalescing outside Great Britain (for up to 6 months) or accompanying a partner, child or qualifying young person (for whom they are responsible) for medical treatment or convalescence
- is attending jury service or attending court or a tribunal as a witness
- whose partner, child or qualifying young person has died (for up to 6 months from the date of death)
- who is a responsible carer of a child in distress due to bereavement or being a victim/ witnessing violence and abuse (including domestic violence and abuse)
- is participating in a structured recovery orientated course of alcohol or drugs dependency treatment (for up to 6 months)
- is a prisoner (detained in custody pending trial or sentence or on temporary release)
- has arrangements made by a protection provider for up to 3 months (this can be extended in exceptional circumstances)
- is engaged in a public duty– for example a volunteer fire-fighter, lifeboat crew member, Territorial Army reservist,
- is attending a residential camp as a requirement of undertaking an Open University course

Work coaches have the discretion also to switch-off or tailor work preparation and any Work Focused Interview requirements on the claimant, in addition to switching off work search or availability requirements.

However there is no expectation that these need to be switched-off and WC'S can decide that a claimant is still be able to undertake some work preparation activity or attend Work Focused Interviews, if this is reasonable based on the claimant's circumstances.

Switching off requirements - Temporary absence for Medical Treatment

Summary

Switching off work-related requirements due to temporary absence for medical treatment

Content

There are some circumstances where an Account Developer (AD) will identify a change in the claimant's circumstances that mean work search and availability requirements detailed on the claimant commitment can be temporarily switched off.

The claimant (or partner, child or qualifying young person for whom they are responsible) must be undergoing:

- treatment for an illness or physical or mental impairment by, or under the supervision of, a qualified practitioner
- medically approved convalescence or care as a result of treatment for an illness or physical or mental impairment, where the person had that illness or impairment before leaving Great Britain

Work search and availability requirements must not be imposed:

- where a claimant is temporarily absent from Great Britain for medical treatment or convalescence
- where they are accompanying their partner, or a child or qualifying young person for whom they are responsible, for medical treatment or convalescence

In either case this is not expected to, and does not, exceed 6 months.

The AD will not impose any work search requirements, work availability requirement, work preparation requirements or WFI activity during the period. If there are any work-related requirements previously imposed these should be switched off for the period covered by this circumstance.

The AD will also determine if there are any WFI activities scheduled during the period of the switch off.

If the AD discovers there is any other provision booked they should rearrange this. If the claimant is already attending Work Programme, Mandatory Work Activity or Work Choice they notify the provider. See 'Change of circumstances for claimant on Work Programme, Mandatory Work Activity or Work Choice'.

Once the AD is made aware that the claimant is going to be temporarily absent for the above reasons they will record details of the absence and the start and end date (where known), or a start and review date. See 'Switching off requirements – WSP action'.

Receipt of a statement of fitness for work or Return to Work Plan Summary

Action to take when a statement of fitness for work or Return to Work Plan has been received, including deciding the timing of a Work Capability Assessment referral

Content

A Statement of Fitness for Work (SoFFW) is issued by a healthcare professional and will either be a first SoFFW or a subsequent SoFFW which was requested by Universal Credit. A Return to Work Plan (RtWP) is issued by the voluntary Fit for Work service.

When a SoFFW or RtWP has been received from a claimant, the AD receives a CAMLite task.

The AD accesses the [Document Repository System](#) (DRS) via the task that they have received and views the latest SoFFW/RtWP (this can be identified by the prefix 4014), noting the following information:

- start date and end dates of the SoFFW or RtWP
- the diagnosis
- any [GP](#) comments

The AD checks DRS to see if there is a MDGT document relating to this sickness, if there is the AD notes the first day of sickness.

If there is no MDGT document held see the first bullet point below.

An account developer (AD):

- checks if this SoFFW/RtWP is the first report of the period of sickness.
- determines the duration of the SoFFW/RtWP and considers reminder action. For details of subsequent actions depending on the period covered by the SoFFW/RtWP
- checks if the current SoFFW/RtWP covers 28th consecutive day since the initial report of sickness and if it does sets a CAMLite task for a Work Capability Assessment (WCA) referral on day 29:

Completing the process

For all claimants the AD accesses the [Agent Portal](#) and navigates to the 'Claim Admin' screen, to determine if ESA (C) is in payment. If the claimant is in receipt ESA (C) the AD takes action to manage a suspension on the Jobseekers Allowance Payment System (JSAPS) for a claimant who is sick.

Actions when no Statement of Fitness for Work has been received

Summary

How to determine the next steps when the claimant has not sent in a Statement of Fitness for work and a reminder letter UC19 has been sent

Content

An account developer (AD) receives a CAMLite task when a claimant has not sent in a Statement of Fitness for Work (SoFFW) or Return to Work Plan (RtWP). This follows:

- a [UC16](#) or SMS having been issued 7 days before the SoFFW/RtWP expiry date and a call or [UC19](#) having been issued when the SoFFW/RtWP had expired, or
- when the claimant has failed to provide a first SoFFW/RtWP on their 8th day of sickness and has already been contacted by phone, SMS or been sent a UC16

The task will contain the following details:

- Task Type: Health Condition
- Sub Type: Review FIT Note
- SLA: 3 days
- Task Notes: will be either
 - SoFFW/RtWP expired on --/--/-. UC19 sent to claimant on --/--/-. Check if SoFFW/RtWP has been received
 - or
 - SoFFW/RtWP expired on --/--/-. Contact made with claimant on --/--/-.). Check if a further SoFFW/RtWP has now been received
 - or
 - Sickness Day 8 - claimant reported sick from --/--/-. SoFFW/RtWP not provided at day 8. Claimant contacted by phone and advised to send one in. Has SoFFW/RtWP now been received?
 - or
 - Sickness Day 8 - claimant reported sick from --/--/-. SoFFW/RtWP not provided at day 8, SMS sent or UC16 issued to claimant --/--/- to provide SoFFW/RtWP by --/--/-. Has SoFFW/RtWP now been received?

The AD checks CAMLite Contact history to see if the SoFFW/RtWP has been actioned.

Contact history shows SoFFW/RtWP has been actioned

The AD ensures all subsequent CAMLite and WSP tasks have been set for the:

- expiry of the SoFFW/RtWP
- receipt of the next SoFFW/RtWP
- Day 29 task if appropriate (where the SoFFW/RtWP covers the 28th day of sickness)

- WC for the 15th consecutive day of sickness where appropriate
- WC appointment if the claimant is no longer sick

The AD closes the original task.

Contact history shows SoFFW/RtWP has not been actioned

The AD checks CAMLite for any open:

- Task Type: Scanned Correspondence
- Sub Type: White Mail
- SLA: 3 days

To do this the AD:

1. Navigates to the claimant's task tab (in the middle of the screen – not the tab at the top). This will open up the claimants Open, Not Started or Closed tasks.
2. Navigates through the list of tasks to identify a potential open Scanned Correspondence - White Mail task.
3. Selects the task they want to view. This highlights the task in yellow and opens the task applet at the bottom of the screen.
4. Selects the 'view documents' button within the task applet at the bottom of the screen. This opens the [Document Repository System](#)(DRS) with the search result narrowed down to the piece of mail associated with that task.

Opened Scanned Correspondence task identified for a SoFFW/RtWP

If the SoFFW/RtWP has been received, the AD sets a WSP task with the following details:

- Target: Work Coach Task Team
- Start: Immediate
- Notes: Claimant reported sick from --/--/--. SoFFW/RtWP now received for period --/--/-- to --/--/--. Requirements cancelled. (Note any GP

notes on the SoFFW or notes on the RtWP summary). Please consider next steps.

The AD ensures all subsequent task have been set see heading 'Contact history shows SoFFW/RtWP has been actioned' above.

No opened Scanned Correspondence task identified for a SoFFW/RtWP

The AD checks DRS and CAMLite Contact history to find documents or notes relating to the claimant's sickness.

The AD accesses a [UC6](#) and completes it with details of:

- the claimant's first date of sickness
- the claimant's SoFFW/RtWP start and end dates
- the date the [UC16](#) was issued or SMS was sent
- the date the [UC19](#) was issued or the date contact was made by telephone

The AD establishes the claimant's conditionality group in the Agent Portal by accessing 'Claim Admin Homepage' and selecting 'View Conditionality History'.

If the claimant is in the No Work Related Requirements (NWRR) conditionality group, they will not need a Work Related Interview and the AD does not need to take further action.

For claimants in the All Work Related Requirements (AWRR), Work Focused Interview (WFI) Only and Work Preparation groups the AD books an On-going WSI to re-engage the claimant.

The AD creates a WSP task for the WC so they can review the Claimant Commitment, with the following details:

- Target: Work Coach Task Team
- Start: Date of appointment
- Notes: Claimant reported sick from --/--/--. No new SoFFW/RtWP received after 2 requests.
Appointment booked for (date and time). Please consider Claimant Commitment and requirements

The AD checks if a [Work Capability Assessment](#) (WCA) referral has been made and if the claimant is receiving ESA (C). See Withdrawing the Work Capability Assessment and Claimant receives Employment and Support Allowance heading below.

Withdrawing the Work Capability Assessment

The AD checks CAMLite Contact history to see if there is a live WCA referral in progress.

If a WCA referral is in progress the AD withdraws the referral by phoning the assessment provider.

The AD updates the UC6 with:

- the dates the WCA referral was made and withdrawn
- the reasons why the WCA referral was withdrawn

The AD uploads the UC6 to DRS.