

# Home visits

## When a home visit is appropriate

The standard process to make and maintain a Universal Credit claim is by online self-service. Assisted digital offers a number of support options if an online claim cannot be made or maintained independently, even with help from a friend, family member or a third party. If none of the assisted digital options can help, a home visit can be considered. A home visit should only be considered in exceptional circumstances and can be appropriate for the following reasons:

- supporting the claimant to make a claim by telephone
- supporting the claimant to complete an e-HRT gather by telephone
- safeguarding/cause for concern
- ID verification
- verifying bank details
- verifying Private Rented Sector housing costs
- help to determine the claimant fully understands their commitments
- new style Employment and Support Allowance only claims (they do not have a claim on the Service and therefore cannot use the digital channels)
- appointees (checking suitability of the prospective appointee to act on the claimant's behalf and explain the role and responsibilities).
- help the claimant to understand the health journey requirements and the implications of not complying
- gather additional information from the claimant, for example a Statement of Fitness for Work (fit note) or evidence for a Decision Maker's decision

This list is not exhaustive.

A sanction is not considered until at least 2 attempts have been made to complete a home visit and all other attempts to contact the claimant have failed.

The visit address may not be the claimant's residential address. It could, for example, be a hospital.

## When a home visit is not appropriate

The following actions cannot be undertaken on home visits:

- HRT interview
- issuing Personal Security Number (PSN)

This list is not exhaustive.

If a home visit is required for the following, they are done by the Local Service Compliance team:

- check to ensure their benefit is correct
- uncover irregularities
- prevent possible future fraud
- encourage customers to report changes promptly

## Date of claim

If the claimant requires help with making their claim by a home visit, the date of claim will be the date of first contact, even if the claimant is not actually able to complete the claim on that same day.

## Keeping visiting officers safe

An Unacceptable Customer Behaviour (UCB) check must be completed when considering referring a claimant for a home visit. A UCB check must also be done for all members of the household before the visit.