

# Claimant is not required to accept a Claimant Commitment due to exceptional circumstances

## Summary

How to update the Work Services Platform when a claimant reports they can't accept their Claimant Commitment due to exceptional circumstances

## Content

There may be times where a claimant is not required to accept their Claimant Commitment due to exceptional circumstances. These circumstances could be temporary or permanent.

Permanent circumstances could include occasions where Universal Credit considers that a claimant lacks capacity to accept a Claimant Commitment (for example, where a claimant has an appointee).

Temporary circumstances could include:

- the claimant is undergoing medical treatment as an in-patient in a hospital for an extended period
- either the claimant or office has an exceptional emergency such as fire or flood

The agent updates the Work Services Platform (WSP) to say that the claimant doesn't need to accept their Claimant Commitment.

To update WSP the agent:

1. Selects the correct Claimant Commitment from the 'Claimant Commitment' field.
2. Selects 'Look up' from the 'Commitment Status' field.
3. Updates the status to 'Acceptance not required'.
4. Selects 'OK'.

5. Selects the 'Calendar drop-down list' and enters the date the Claimant Commitment was created.
6. Selects 'Save and close'.

## Claimant not required to accept their Claimant Commitment

The agent creates a generic clerical CAMLite task:

1. Task Type: Generic clerical
2. Sub Type: Action required
3. SLA: 3 days:
4. Start task by: (Date the exceptional circumstances are due to end or a review date of no more than 6 months)
5. Notes: Review CC status

See CAMLite and Work Services Platform notes.

Exceptional circumstances may have ended, Claimant previously not able to accept claimant commitment. Contact the claimant to consider accepting existing or create new Claimant Commitment.

In all cases the agent updates WSP notes to include why the claimant was previously not required to accept their Claimant Commitment, and that a new one is to be created once the exceptional circumstance has ended.

## New claim to Universal Credit

For all new claims to Universal Credit the agent verifies the claimant record on WSP and updates the Agent Portal (see below)

## Verifying a claimant record on the Work Services Platform

When a claimant's identity has been confirmed and the Claimant Commitment has been accepted, the work coach (WC) must verify the WSP record if it displays as unverified and:

1. Navigates to 'General' from the menu.
2. Selects 'Verified' from the drop-down list.

3. Selects 'Yes'.
4. Selects 'Save'.

The claimant record needs to be verified on WSP so that the claimant's personal details are retrieved from the Customer Information System each time the WSP record is accessed.

## Updating the Agent Portal

Where the claimant is considered to lack the capacity to accept a Claimant Commitment, Universal Credit can lift the requirement for them to do so. In these cases the Agent Portal will need to be updated to show the claimant has accepted the Claimant Commitment in order for Universal Credit to be awarded.

In the case of a joint new claim, both eligible claimants within a household are required to accept their individual Claimant Commitments and once accepted these will be separately updated in the Agent Portal.

To record that the claimant and joint claimant has accepted their Claimant Commitment in the Agent Portal the WC:

1. Accesses the Agent Portal from CAMLite.
2. Opens Claim admin on the claimant's Universal Credit homepage.
3. Selects the Claimant Commitment 'Change status' field.
4. Selects 'Accepted'.
5. Selects the day/month/year from the drop-down list to record the date of acceptance.
6. Selects 'Conditionality' from the drop-down list.
7. Selects 'Save and continue' to view the Claimant Commitment confirmation screen.
8. Selects 'Submit'.
9. Selects 'X' to exit.

These steps are important because it triggers entitlement to Universal Credit without which the claimant won't be paid.