

Creating a Work Services Platform Claimant Commitment

Summary

How to create a Work Services Platform claimant commitment

Content

All Universal Credit Claimant Commitments should be created on Work Services Platform (WSP). There are exceptional circumstances where this is not the case:

- claimant transfers to a non-Universal Credit delivering office
- claimant participating in a Universal Credit trial
- non-Universal Credit Claimant Commitments - JSA(CNS)/ESA(C)

To create a WSP Claimant Commitment (CC) within WSP the agent:

1. Selects 'General' from the 'Information' menu.
2. Selects 'Create Claimant Commitment' from the ribbon (this will display the "Claimant Commitment Sanction" successful message).
3. Selects 'Next' to apply the system sanction level and amount displayed.
4. Selects 'Preview' from the ribbon (this creates a Word document):
 - if the CC isn't fully populated, chevrons will be displayed in the fields which require population in WSP (once these fields have been completed in WSP the agent will then need to go through the process to create a new CC)
 - if WSP holds information entered under a previous regime this will be pulled through to the current CC and will need to be deactivated if no longer required

(see Removing a work related activity from a Claimant commitment)

5. Selects 'Print' from the ribbon.
6. Selects 'Close'.

The agent reads the Claimant Commitment to the claimant and asks if they accept it.

- if the claimant accepts the Claimant Commitment, See Claimant Commitment accepted
- if the claimant doesn't accept the Claimant Commitment see Claimant Commitment not accepted
- if the agent isn't in conversation with the claimant see Issuing a Claimant Commitment by post
- if the claimant is not required to accept a Claimant Commitment, see Claimant is not required to accept Claimant Commitment due to exceptional circumstances

Warning message displays when creating the Claimant Commitment

If the message 'Please select a reason' appears, the agent selects 'OK' and updates the claimants conditionality reason. See Setting claimant conditionality in WSP.

Once completed the agent will need to create a new WSP claimant commitment, see above.

If the message 'Unable to determine a sanction rate' appears, this means the joint claim marker has been set but the partner's record couldn't be obtained due to them being a partner on another Universal Credit claim.

Selecting 'Cancel' will take the agent back to the General screen where the agent determines the claimant's age and conditionality regime. The agent:

1. Selects 'Create Claimant Commitment' from the ribbon (a separate box appears). The message 'Unable to determine a sanction rate' appears

2. Selects 'Next'.
3. Selects the sanction regime relating to the claimant's age and conditionality regime from the look-up menu.
4. Selects 'Next'.
5. Selects 'Finish' to display the Claimant Commitment screen.
6. Selects 'Preview' from the ribbon (this creates a Word document).
 - if the CC isn't fully populated chevrons will be displayed in the fields which require population in WSP (once these fields have been completed in WSP the Agent will then need to go through the process to create a new CC)
 - if WSP holds information entered under a previous regime this will be pulled through to the current CC and will need to be deactivated if no longer required (see Removing a work related activity from a Claimant commitment)
7. Selects 'Print'.
8. Selects 'Close'.

The agent reads the Claimant Commitment to the claimant and asks if they accept it:

- if the claimant accepts the Claimant Commitment see Claimant Commitment accepted
- if the claimant doesn't accept the Claimant Commitment see Claimant Commitment not accepted
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