

Support by telephone

Summary

The types of call an agent receives, the information recorded and the services provided over the telephone

Content

A telephony agent (TA) may receive calls about:

- starting a new claim
- reporting a change of circumstances
- getting help with a claim
- making an appointment
- reporting a bereavement
- confirmation of an appointment time

These are examples and not a complete list.

Claimant is unable to use the online service

The standard process to make a Universal Credit claim is via the online self-service. Claimants must be made aware that they will increasingly need to be able to use online services to make and maintain their claim and to job search online.

If a claimant advises they are not able to go online themselves, the agent must establish why this is.

If a claimant advises they have no access to IT, they should be encouraged to gain access via a friend or family members' computer, smartphone, tablet or other Internet access device. If the claimant says this is not possible, the agent must steer them to the shared online facilities in the local area such as a library or Jobcentre.

If the agent suspects at any stage of the call the claimant is vulnerable or has complex needs, they must establish if they have someone who could assist them with an online claim and if not, take the claim over the phone.

If the claimant isn't vulnerable or doesn't have complex needs but still insists it is not possible to claim online, the agent must give consideration to their geographical location (for example,

broadband is not widely available) and ability to travel to understand whether or not this is reasonable.

If there is overwhelming evidence to suggest that a claimant is digitally excluded (for example, has no access to IT services), the agent should consider taking the claim but:

- stresses the benefits and importance of claiming on-line, and
- emphasises that in the future, this type of interaction will be expected for all claimants