

## Non-repudiation – Changes gathered at face-to-face interview

### Summary

#### How to capture non-repudiation evidence for a change of circumstances reported face-to-face

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### Content

When a vulnerable claimant is reporting a change of circumstances (CoC) at a face-to-face interview the agent captures the data using either the Agent Portal or the Manual CoC Data Gather Tool (MDGT)

This is dependent on the type of change that the claimant is reporting. The agent is unlikely to be able to determine whether the change is single or multiple until they have taken details of the initial reported change.

In the Agent Portal the agent prints the document from the 'Print' function within the Claim Summary screen detailing each reported change. This will automatically populate the printed document with a declaration for the claimant to sign.

The agent then reads the document including the declaration to the claimant to ensure they have a full understanding of what they are being asked to sign.

The claimant will sign and date the document as an acknowledgement of understanding.

For non-repudiation purposes it is assumed that if a claimant has an appointee or Power of Attorney then this person will sign the document on behalf of the claimant.

This will be repeated for all changes of circumstance captured by the interview, as appropriate.

If a claimant reports another change of circumstances in the interview they may not understand the full implications it may have on their Universal Credit claim. There is a desk aid available which highlights the potential links between changes in circumstances.

The agent signs and dates the agent declaration on the printed document to confirm that they have read and fully explained the document to the claimant.

The agent sends signed document(s) to Mail Opening Unit for scanning into the Document Repository System.

# Identifying and recording complex needs/requirement for additional support on Work Services Platform

## Summary

**How to identify and record any complex needs/requirement for additional support on the Work Services Platform.** This item does not include information on how to support a claimant with complex needs/requirement for additional support. Further information will be produced

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## Content

Agents must record any complex needs/requirement for additional support on Work Services Platform (WSP).

**The meaning of complex needs/requirement for additional support.** Complex needs/requirement for additional support refer to the needs of claimants who may have problems following the standard Universal Credit journey or meeting their responsibilities. This could be a temporary or recurring state of need and could mean there are barriers which prevent the claimant from finding work.

A claimant may have complex needs/requirement for additional support if they have problems with any of the following:

- accessing Universal Credit
- proving their eligibility
- maintaining their conditionality
- maintaining their online account
- managing their finances

Universal Credit aims to:

- support claimants with complex needs/requirement for additional support whilst they have a need
- encourage them to move onto the standard Universal Credit journey when their need is met
- provide extra support where appropriate to help claimants along the journey

Agents will identify if a claimant has complex needs/requirement for additional support and record the reasons for this on the Work Services Platform (WSP).

## System checks for complex needs/requirement for additional support

The agent checks to confirm if any existing complex needs/requirement for additional support are registered on the WSP.

The agent selects 'Personal' on the 'Claimant' screen and views the claimant's personal information for example:

- Carers marker
- Ex-HM forces
- Homeless
- Claimed Incapacity Benefit Within Past 6 Months
- Refugee Status
- Has Special Needs
- Offender Status

The agent should also select 'Notes' from the Claimant screen to check for any other relevant information.

### **Deciding if a claimant has complex needs/requirement for additional support**

If there are no existing complex needs/requirement for additional support the agent obtains all relevant information from the claimant. This could either be during a diagnostic interview or by an agent supporting a claimant with complex needs/requirement for additional support in making a claim to Universal Credit. The following indicators may suggest that the claimant has complex needs/requirement for additional support:

- mental health conditions
- memory loss caused by medication
- learning difficulties
- reading and writing difficulties
- visual impairment
- drug or alcohol dependency
- domestic violence
- English isn't the claimant's first language
- internet use is restricted (for example, due to criminal conviction)

This list is not exhaustive.

The agent makes a decision on whether the claimant has any complex needs/requirement for additional support without making any assumptions.

### **Deciding the correct category for complex needs/requirement for additional support**

If it is decided that a claimant has complex needs/requirement for additional support agents will consider which of the following support categories is appropriate:

- accessibility and communication
- domestic violence
- prisoners
- armed forces and other UK exception groups (for example, working abroad)
- homeless
- drug or alcohol dependent
- 16/17 year olds

## **Registering complex needs/requirement for additional support**

The agent registers the claimant's complex needs/requirement for additional support as follows:

### **Accessibility and communication**

1. On the WSP Claimant screen the agent selects 'Personal'.
2. Updates 'Has Special Needs' radio button to 'Yes'. Be aware that if special arrangements are already noted this doesn't always mean that there will be complex needs/requirement for additional support. For example the claimant may be a wheelchair user but they can still be a standard Universal Credit claimant.
3. Selects 'Active Special Needs' (this becomes available when 'Yes' has been selected).
4. Selects 'Add New Special Need' from the toolbar menu to open the 'Special Needs' screen.
5. Selects look up from the 'Special Need Type' field, for example Wheelchair access.
6. Enter 'Extra Information' as appropriate.
7. Select 'Save & Close'.

### **Domestic violence**

1. On the WSP Claimant screen the agent selects 'Notes'.
2. At the top of the 'Notes' field selects the hyperlink 'Add A New Note'.
3. Records all information about the domestic violence. All data must be factual and for Department for Work and Pensions (DWP) business use only so that the requirements of the Data Protection Act are met. The information must be relevant, accurate and up to date. Don't record more information than is necessary.
4. Selects 'Save'.

### **Prisoners**

1. On the WSP Claimant screen the agent selects 'Personal'.
2. Selects 'Offender Status' and choose the relevant option from the drop-down list:
  - Currently in prison
  - Ex-Offender
  - Released from custody within 13 weeks of claim

Once the option has been selected the 'Offender status' field will be populated.

### **Armed forces and other exception groups**

1. On the WSP Claimant screen the agent selects 'Personal'.
2. Selects the 'Ex-HM Forces' check box.

### **Homeless**

1. On the WSP Claimant screen the agent selects 'Personal'.
2. Selects the 'Homeless' check box.

### **Drug or alcohol dependent**

1. On the WSP Claimant screen the agent selects 'Notes'.
2. At the top of the 'Notes' field select the hyperlink 'Add a new note'.
3. Records the relevant information regarding drug or alcohol dependency. All data must be factual and for DWP business use only so that the requirements of the Data Protection Act are met. Information must be relevant, accurate and up to date. Don't record more information than is necessary.
4. Selects 'Save'.

### **Refugees**

1. On the WSP Claimant screen the agent selects 'Personal'.
2. Selects the 'Refugee Status' drop down list.
3. Selects the appropriate value.
4. Selects 'Save'

## Treated as having Limited Capability for Work

### Description

How having certain treatments and health conditions affects Universal Credit

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### Content

If you are claiming Universal Credit and start having certain treatments or health conditions, you may receive the Limited Capability for Work (LCW) element without needing to have a Work Capability Assessment (WCA).

These treatments and health conditions are:

#### Treatments

If you are:

having regular weekly haemodialysis for chronic renal failure

having plasmapheresis

having regular weekly total parenteral nutrition for gross impairment of enteric function

having medical or other treatment as an in-patient in a hospital or similar institution, after a health care professional has advised that you need to stay in hospital overnight or for longer

recovering from any of the above treatments

When the law prevents you working

If you are prevented by law from working because you have been in contact with certain infections or contaminants and have been, or are likely to have been, infected or contaminated.

#### Risk to self or others

If you have an illness, disease or disablement that could cause a substantial risk to your physical or mental health or that of someone else.

But this does not apply if the risk could be reduced significantly by:

reasonable adjustments being made in your workplace

you taking prescribed medication to manage your condition

## Life-threatening disease

If you have a life-threatening disease which cannot be controlled by any recognised therapeutic procedure.

## Disabled and over the age for state Pension Credit

If you have reached state Pension Credit age and are entitled to Disability Living Allowance or Personal Independence Payment

## What you will need to do

Your adviser will tell you to ask your GP or specialist to provide a completed DS1500 form giving details about your treatment or health condition. This will be part of the information Universal Credit use when deciding whether or not you have Limited Capability for Work.

# Diagnosis of claimant capability and circumstances

## Summary

How to determine the things that affect the work a claimant is expected to look for and accept if offered

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## Content

### Diagnosing work related requirements

During work search interviews, the work coach (WC) identifies issues that affect the work a claimant is expected to look for and accept if offered.

Claimants in the All Work Related Requirements (AWRR) are normally expected to look for any suitable employment, paying the relevant National Minimum Wage, that is within 90 minutes travelling distance from their home. Claimants are usually expected to look for full time work. They will normally be available to attend an interview and take up a job immediately.

Claimant's particular personal circumstances will determine the actual requirements set.

A full diagnosis of the claimant's circumstances and capacity for work will help the WC determine:

- a realistic job requirement
- availability requirements
- travel to work time
- work search requirements including mandatory job applications
- work preparation requirements including Mandatory Work Activity
- any other work related requirements

These should be reviewed and updated throughout the claim.

Claimants must understand:

- they will normally be expected to search for work for the number of hours they are available for work up to a maximum of 35 hours per week
- they need to take all reasonable steps to give themselves the best chance of finding work, more work or better paid work as quickly as possible
- that their work related requirements have been set taking into account all of their relevant personal circumstances
- if they don't carry out their work related requirements without good reason, they will be sanctioned
- the date and time of their next intervention
- the consequences of failing to attend their Work Search Reviews



- where they have an unspent sanction from a previous claim, this will have an effect on the amount of UC they receive and any future failure to comply with requirements
- if they work and earn the required amount for 26 weeks, their sanction will be ended. If they have worked since the sanctionable failure, this could count towards their 26 weeks. The claimant should be asked their periods of work and earnings and this should be recorded in WSP in 'Employment History'. See Initial Work Search Interview

## **Caring responsibilities**

When setting a claimant's individual work related requirements the WC considers any caring responsibilities they have.

### **Nominated responsible carers of a child under age 13 (or an older child where the child has exceptional care needs)**

A nominated responsible carer for a child under the age of 13 is required to be available for paid work for as many hours as their caring responsibilities allow and which is compatible with these responsibilities. Where the child is at school, this is the child's normal school hours including the time it takes to travel to and from school.

Where the WC adjusts the claimant's work related requirements because they are the nominated responsible carer of a child under age 13 (or an older child where the child has exceptional care needs) the claimant does not have to have reasonable prospects of getting paid work. However, the adjustments must be reasonable and connected with their caring responsibilities for that child.

If a WC also adjusts the claimant's work related requirements for reasons not connected to the care of that child, they must be satisfied that the claimant has reasonable prospects of getting paid work in light of these adjustments.

### **Nominated responsible carer for a child aged 13 or over**

A nominated responsible carer of a child aged 13 or over is required to be available for paid work for as many hours as their caring responsibilities allow. They may have their hours of availability adjusted at the WC's discretion taking into account the claimant's caring responsibilities. The claimant must have reasonable prospects of finding paid work, more work or better paid work.

### **Carers who have regular caring responsibilities for a person(s) who has a physical or mental impairment**

Carers who have regular caring responsibilities for a person(s) who has a physical or mental impairment are required to be available for paid work for as many hours as their caring responsibilities allow. They may have their hours of availability adjusted at the WC's discretion taking into account the claimant's caring responsibilities. The claimant must have reasonable prospects of finding paid work, more work or better paid work.

## **Parents of a child who are not the nominated responsible carer, but have caring responsibilities for the child**

A parent of a child who is not the nominated responsible carer, but has caring responsibilities for the child is required to be available for paid work for as many hours as their caring responsibilities allow. They may have their hours of availability adjusted at the WC's discretion taking into account the claimant's caring responsibilities. The claimant must have reasonable prospects of finding paid work, more work or better paid work.

### **Exercising discretion**

In exercising discretion, the WC should consider:

- that a claimant is expected to do all that is reasonably possible to fit their caring responsibilities with the local labour market
- other care arrangements which may be available (including childcare)
- the impact of their caring responsibilities on the hours that they are able to work
- the care requirements of the individual being cared for

### **Health conditions**

Where a claimant has a physical or mental impairment which substantially affects their ability to carry out paid work, they are required to be available for paid work for as many hours as their health condition allow.

They may have their work related requirements adjusted at the WC's discretion taking into account the:

- claimant's health condition
- regular treatment regime related to the claimant's health condition
- hours their health condition allows them to work
- type of employment their health condition allows them to do
- environmental conditions their health allows them to work in for example lighting, background noise, dust
- impact of their health condition on their ability to travel

For example, where a claimant with a health condition states that they have limited capacity to stand and need to sit frequently, the WC would explore with them what they are able to do. Can they sit without a problem? Can they walk without a problem? What other skills do they have? How do they spend their day? An example statement for the commitment pack would be 'I am able to undertake work which does not involve maintaining one position for a prolonged period'.

Where the WC adjusts the claimant's work related requirements because of their health condition the claimant does not have to have reasonable prospects of getting paid work. However, the adjustments must be reasonable and connected with their health.

If a WC also adjusts the claimant's work related requirements for reasons not connected to their health condition, they must be satisfied that the claimant has reasonable prospects of getting paid work in light of these adjustments.

### **Other relevant circumstances**

The WC must consider anything else (for example legal restrictions, drug or alcohol dependency, domestic violence etc) that could have an effect when setting the claimant's work related requirements.

### **Skills**

Claimants who do not have the skills that are valued in the labour market will be required to start, participate in and complete appropriate skills assessments or training.

The WC will conduct a skills screening to fully understand the needs and capabilities of the claimant. This will help the WC determine if the claimant's goals are realistic and if they require any additional support. This can be conducted as part of an Initial Skills Screening, or an In-depth Skills Assessment.

The Initial Skills Screening determines if the claimant is lacking skills such as English language, literacy, maths or computer skills. Where the WC believes there may be a skills gap but confirmation is needed, they must be referred for an In Depth Skills Assessment, Careers Advice, to an initial interview with a provider or direct to training. All these referrals should be included as either Work Preparation (Mandatory) or Other Work Related Activities (for provision funded by the Devolved Administration in Wales and for Careers Advice in Scotland and Wales).

## Work Related Provision - Work experience

### Summary

Voluntary work experience for claimants with little or no work history

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### Content

Work experience is a voluntary programme primarily aimed at 18 to 24 year olds who have little or no work history, but older claimants are not excluded from the scheme.

Work experience gives claimants the chance to add some experience to the career section of application forms and their CV, including having a referee. It also helps with:

- improving a claimant's job prospects
- seeing what skills and behaviours employers want from people
- seeing how a claimant's skills fit into the workplace
- building confidence
- showing an employer the skills that a claimant has

Work experience lasts for 2 to 8 weeks and claimants are expected to do 25 to 30 hours a week (unless there are agreed limitations on their availability).

Acceptance on a work experience opportunity may involve an application/interview process.

As well as work experience opportunities through Jobcentre Plus, claimants can also look for work experience directly. If claimants find something themselves, they will need to speak to their work coach before starting to ensure the employer is suitable

### Eligibility

Work experience is open to a range of Universal Credit claimants:

- for those in the Intensive Work Search regime (IWSR):
- aged 18 – 24, from week 13 of being placed in the IWSR and who are not participating in the Work Programme
- aged 18 – 24, from earlier than week 13 of being placed in the IWSR where a work coach believes work experience will benefit a claimant
- aged 25 and over, from earlier than week 13 of being placed in the IWSR who have no recent work history
- aged 16/17 from day 1 of being placed in the IWSR
- for those in the Work Preparation regime – from day 1 of being placed in the Work Preparation regime
- other Universal Credit claimants may access work experience where there is a need and this is agreed with their work coach

Work coaches should consider the suitability of claimants for work experience before referring them to a work experience opportunity. Suitable claimants will:

- not have significant needs relating to numeracy, literacy and general employability skills, and
- have little or no work history and a low skills base, and
- be motivated and demonstrate a willingness to work

## **Participation**

Referral and participation on work experience is voluntary.

Claimants must be told about the accepted behaviours expected of them in participating in a work experience placement, and any consequences if they do not follow these. See 'Sanctions' below.

If the employer wishes to informally interview a claimant before participation, travel expenses should be made available through the Flexible Support Fund.

For claimants in the Work Preparation regime (with limited capability for work due to a health condition) consideration must be given to the claimant's health condition or disabilities to ensure that work experience is appropriate and any reasonable adjustments are in place. The minimum requirement of 25 hours can be relaxed at the discretion of the work coach, but there must be value added by the claimant's participation. Access to Work funding may be available to pay for supporting the needs of disabled claimants wishing to undertake work experience.

For claimants in the Work Preparation regime (with a child aged 3 – 4) the 25 hours may be relaxed at the discretion of the work coach to take account of any childcare responsibilities, but again, there must be value added by the claimant's participation.

## **Sanctions**

If claimants in the IWSR start work experience and are asked to leave because of gross misconduct, they should be referred for a sanction (this will be a low level sanction).

Claimants in the Work Preparation regime cannot be sanctioned for gross misconduct.

## **Conditionality**

Claimants in the IWSR are required to attend regular Work Search Review meetings as part of their Universal Credit conditionality.

They must be actively looking for work and available for work while on work experience and work coaches should be flexible in terms of the timing of any Work Search Reviews so that these do not impact negatively on the claimant's participation in work experience. Where appropriate they will also have some discretion to tailor a claimant's requirements.

Claimants in other conditionality groups are expected to attend Work Focused Interviews as required.

### **Provider referrals and notifications**

See Identifying the need for Work Related Support, Referring a claimant to Work Related Provision on the Work Services Platform and Work Services – creating and maintaining a provision.

### **Updating the Claimant Commitment**

The Claimant Commitment must explain the requirements on the claimant from taking part in a work experience opportunity and the consequences of not meeting them.

The claimant's Claimant Commitment should also be updated with any other work search and preparation requirements to be conducted in any remaining time, where relevant.

### **Claimant Commitment Hub**

Keeping in contact during work experience

Claimants in the IWSR will have to attend regular Work Search Review meetings while they are on work experience. The timing of these should be flexible to accommodate the claimant's participation on work experience.

### **Being offered an apprenticeship following participation in work experience**

If the host employer offers the claimant an apprenticeship and they accept, they can undertake up to 4 extra weeks of work experience while the paperwork for the apprenticeship is completed.

# Identifying the need for Work Related Support

## Summary

How to match and refer a claimant to work related provision

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## Content

### Matching a claimant to work-related provision

During an interview a work coach (WC) helps the claimant move into work by reviewing their skills and work-related requirements.

The WC identifies any work-related provision which will help the claimant move into work and will record this activity on their Work Services Platform (WSP) claimant record and Claimant Commitment. These can be a single activity or several activities which address problems like debt, health or basic skills. These will be classed as either work-preparation or other work-related activities.

The WC may need to refer to the following applications during the interview:

- Work Services Platform
- District Provision Tool (DPT)
- Universal Jobmatch

All historical information from the Labour Market System (LMS) will have been transferred and recorded in general notes in WSP.

To review the claimant's job goals the WC opens 'Job Goals' in the 'Information' menu on the claimant's WSP record. With their permission, the WC can also get information about the claimant's job goals, skills and experience from their Universal Jobmatch account.

The WC explores and establishes the claimant's needs by discussing things like:

- creating and maintaining a CV
- their ability to demonstrate skills to an employer in an interview
- completion of application forms and covering letters
- personal confidence levels
- basic skills
- IT skills
- skills gained from previous jobs
- gaps in qualifications

If no skills needs are identified the WC:

1. Selects 'Skills Screening' from the 'Related' menu.
2. Selects the 'Add new skills screening' icon from the toolbar.
3. Selects the appropriate 'Screening type' (initial or in depth).
4. Selects 'No skills need' from the 'Result' look-up'.

If a skills need is identified the WC selects:

1. Selects 'Skills screening' from the 'Related' menu.
2. Selects the 'Add new skills screening' icon from the toolbar.
3. Selects the appropriate 'Screening Type' (initial or in depth).
4. Selects the appropriate 'Skills Screening Result' from the 'Result' look up.

If a skills need is identified, WSP is used to find suitable opportunities.

If a suitable opportunity isn't found using WSP, the WC searches the DPT to find suitable work-related provision that addresses the claimant's needs. The WC records the referrals on WSP.

Once a suitable opportunity has been found the WC checks the claimant's eligibility against the requirements in DPT. Where more than one opportunity has been found the WC discusses the options with the claimant taking the following into account:

- the location
- travel arrangements
- health conditions
- childcare
- reasonable adjustments
- how well the opportunity fills the skills gap

If no suitable opportunities are found, the WC can use their local knowledge to signpost a claimant to an organisation that does not have a direct link/relationship to the Department for Work and Pensions (DWP). The claimant will be given the details which are recorded on WSP.

If the WC identifies a suitable work-related provision for the claimant they must decide whether it will be recorded as a 'Work-preparation requirement' on the claimant record making it mandatory to take part.

The WC, where applicable, will make the requirement mandatory if they decide the support is necessary for the claimant.

If a claimant volunteers to undertake a work preparation activity, the WC decides whether:

- the activity should be treated as a work-preparation requirement (therefore be mandatory to attend) for example, skills conditionality provision



- by participating in (or in some cases being referred to) the activity it becomes a work-preparation requirement (for example, early entry to the Work Programme (WP))
- the activity should not be treated as a work-preparation requirement (for example, signposting to work club)

The WC must discuss the implications with the claimant of any of the above.

If a claimant fails to comply with a mandatory work-preparation activity this attracts a low level sanction. A low level sanction has two elements:

- an open-ended period equal to the number of days from the date of failure until the day before the requirement or alternative requirement is met or lifted (when the requirement is no longer appropriate, the claimant moves to the no work-related requirements group or the claim terminates), followed by
- a fixed period of between 7 and 28 days (dependent on whether there are any previous failures in the 365 days before the date of current failure)

When setting a work-preparation or specific work search requirement the WC must explain and record that if the claimant fails without good reason to do an activity, their Universal Credit will be cut for a period equal to the number of days from the date of failure until the day before they do the activity or until they undertake another activity notified to them, followed by a further cut of up to 28 days.

If the work-preparation/specific work search requirement is an on-going task (for example, to register on Universal Jobmatch by a set date) their Universal Credit payments will be cut for a period equal to the number of days from the date of failure until the day before they complete that task, followed by a further cut of up to 28 days.

If the work-preparation/specific work search requirement is time limited (for example, to attend a forklift truck driving course on 8 March – once 8 March has passed the claimant cannot meet the requirement). The claimant must be notified that if they fail to meet it, their Universal Credit payments will be cut for a period equal to the number of days from the date of failure until the day before they complete another activity for example, call their WC to discuss an alternative course to attend, followed by a further cut of up to 28 days.

In both situations the details should be recorded in section 2 of the work search and preparation plan on the Claimant Commitment for example if a claimant fails to:

- fully take part in a forklift truck training course
  - "If I fail to do this without good reason my Universal Credit payments will be cut for each day until I call my adviser to arrange a new course and then for up to a further 28 days"
- register and upload a CV onto Universal Jobmatch
  - "If I fail to do this without good reason my Universal Credit payments will be cut for each day until I do so and then for up to a further 28 days"

- bring my CV to my appointment on 17 June
  - "If I fail to do this without good reason my Universal Credit payments will be cut for each day until I bring my CV to the office and then for up to a further 28 days"

### **Referring a claimant to work related provision on Work Services Platform**

When the WC has identified that the claimant is suitable to participate in work related provision, the WC refers the claimant on WSP.

### **Referral not made to work related support**

If no suitable work-related provision or signposting opportunities are available to meet claimant needs the WC considers Low Value Procurement (LVP). This is one-off training up to a set value per customer. If LVP is appropriate, the WC follows the LVP process and records in WSP 'Notes' that LVP is being considered.

If it is agreed that an activity is not suitable at the time, but may be later, information is recorded on WSP.

### **Recording when voluntary work-related provision has been considered, but the claimant has not been referred**

The WC may find an opportunity for the claimant but either the WC or claimant decides it's not appropriate at this time, for example because they are currently undertaking higher priority work-related activities.

So that the offer is not repeated to the claimant unnecessarily, the WC decides if it is appropriate to refer the claimant at a future date and records the details on WSP.

The details are recorded in the notes section of the claimants record including the following:

- provision title (from WSP or DPT)
- unique ID (from WSP or DPT)
- the date the opportunity was offered
- the reason the opportunity was not accepted (if the claimant didn't accept it)

The note should show either:

- the date the referral should be re-considered
- if the referral was inappropriate the note should state 'Do not consider future referral'

### **Consequences of a claimant refusing a mandatory work-preparation requirement**

If the WC identifies a required work-preparation activity that they require the claimant to participate in it, they must make the referral and record it on the Claimant Commitment as a work-preparation requirement and that it is mandatory.

If a claimant refuses a mandatory work-preparation requirement, the WC explains the consequences and possible sanctions which can have an effect on the Universal Credit.

If the claimant still refuses, the WC records that the claimant is aware of the consequences of refusing work-related provision. The WC records these details in the notes section of the claimant record as it will:

- provide evidence for possible decision making action
- build a record which may alert an WC to the need for follow up action

### **Matching claimants to work-related provision when a WC has been alerted to an opportunity**

If a WC has been alerted to a suitable opportunity, once they are aware of the eligibility criteria, they may want to match claimants from their personal claimants list.

To do this the WC:

1. Opens 'My active claimants' from their dashboard in WSP and selects a claimant record.
2. Checks notes to ensure there are no reasons why the claimant should not be referred, for example an anticipated job start and that they match the eligibility criteria.
3. Ensures the opportunity is suitable for the claimant and it fulfils their needs.
4. Prompts the claimant to contact the office so they can discuss the opportunity with a WC.

# Switching off requirements – Temporary absence for Medical Treatment

## Summary

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

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### 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.

# **JSA (CNS) Temporarily switching-off requirements – short periods of sickness**

## **Summary**

How to temporarily switch-off the work search and availability requirements of a JSA Claimant Commitment for up to 14 days for a claimant's period of sickness

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### **Content**

Claimants can declare themselves to be temporarily unfit for the first 7 days of a period of sickness. For days 8 to 14 of the period of sickness the claimant will be required to provide a fit-note.

To switch-off the work search and availability requirements for a claimant the agent:

1. Selects the 'Notes' information tab in the claimant record screen.
2. Selects 'Add a new note'.
3. Records the period of sickness.
4. Records if it is the first or second period of sickness in a rolling 12 month period in the free text notes box.
5. Selects outside notes box to save the note.
6. Selects 'Intervention regime' from the left of the screen.
7. Checks for any Work Search Interviews (WSI).

The agent determines if there are any WSIs scheduled during the period of the switch-off.

### **Outstanding Work Search Interviews**

The agent:

1. Selects the hyperlink to load excused intervention records.
2. Selects 'Add new excused intervention'.
3. Inputs the excused reason for re-arranging WSIs in the mandatory free text box.
4. Selects the calendar icon at the end of 'From date' field to determine the date of the Claimant Commitment switch-off.
5. Selects the appropriate date.
6. Selects the calendar at the end of 'To date' field.
7. Selects the appropriate date (this will be the end date of period of sickness).
8. Selects 'Save'.
9. Creates a Work Services Platform (WSP) task.

## **No outstanding Work Search Interviews**

The agent:

1. Creates a new shortened Claimant Commitment.
2. Updates with the new suspended work search and work availability requirements.
3. Sets a WSP task and inputs 'Review generic CC for WRR' in the subject header.
4. Sets the task to mature on the end date of the period of sickness.
5. Completes and prints a Claimant Commitment letter.
6. Posts the revised Claimant Commitment letter and updated Jobseeker's Allowance (JSA) Claimant Commitment to the claimant.
7. Uploads the new Claimant Commitment to the Document Repository System (DRS).

The Claimant Commitment can be accepted over the telephone but a copy must be sent to the claimant.

## **Appointments**

The agent selects 'Appointment history' from the navigation menu to identify if any appointments have been booked during the switch-off period.

If there are appointments scheduled for the period of switch-off the agent:

1. Creates a WSP task.
2. Inputs reason 'Rearrange/cancel appointment' in the subject header.
3. Includes details of the appointment and reason for re-arrangement or cancellation.
4. Sets the task to mature immediately.

## **Work Programme**

To check if the claimant is a Work Programme participant the agent:

1. Selects 'Initiatives' from the 'Related' menu.
2. Selects 'Work Programme referral'.
3. Selects 'Active referral' to check if the claimant is a Work Programme participant.

If there is an active referral the agent informs the provider of the claimant's change of circumstances using the current process then selects 'Save' and closes the claimant record.

If the claimant is not a participant of a Work Programme there is no action to take and the agent selects 'Save' and closes the claimant record from the ribbon.

To check if the claimant is on any other provision the agent:

1. Selects 'Referrals' from the 'Related' menu.
2. Views 'Referral history'.

3. Checks if there are any active referrals to provision.

If there is an active referral the agent informs the provider of claimant's change of circumstances using the current process then selects 'Save'.

If there are no active referrals the agent uploads the updated Claimant Commitment to DRS.

The agent updates CAMLite Contact History with: 'Updated JSA Claimant Commitment issued to claimant'.

The agent completes all actions and closes all claimant records.