



UC114NS Part 1 Claims by phone

Aims and objectives

This module aims to provide you with the skills and knowledge take the correct action where a claim by phone is requested.

By the end of this module you will be able to:

- explain when a claim by phone is appropriate
- demonstrate the action to take to start a claim by phone
- demonstrate the action to take to make the appointment with the Claims by phone team
- list the specific circumstances where you might need to complete the claim gather
- demonstrate how to complete the gather and submit the claim

This learning is self paced and will take approximately 80 minutes to complete.
Select Next to continue.

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A digital service

Universal credit is a digital service, so claimants are expected to claim online.

In exceptional circumstances we can take claims over the telephone.



The claim by phone process should only be used when other assisted digital options have been exhausted or found to be not suitable, and all reasonable attempts have been made to enable, support and educate claimants to self-serve online.

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Advantages of a digital claim

If a claimant requests a claim by phone always remind them of the advantages of a digital claim before continuing.

Select each point in turn to reveal the advantages.

1

24 hour access to their account

2

an online journal to keep track of their claim

3

the ability to update circumstances immediately

4

view when payments are due

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Claim by phone

Claimants can only make new claims by phone if they cannot use the online service because:

- they cannot make a claim online themselves, for example due to a health condition or not having the digital skills
- they do not have anyone to help them make a claim online
- they cannot use in-house jobcentre support
- Citizens Advice or Citizens Advice Scotland have identified that a claim by phone is appropriate, during their Help to Claim process
- the claimant does not have access to a digital device or internet access so cannot make and maintain a claim online



If a claimant does not satisfy the above circumstances but insists on making a claim by phone, they must be allowed to do so.

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Appointees and other representatives

The exception to the guidelines on taking claims by phone is around appointees and other representatives.

The call may be from a personal appointee wanting to make a claim on behalf of the claimant. If this is the case then all of the criteria on the previous, slide must still be considered before progressing a claim by phone.

Where the claimant has a corporate appointee, always use the new claim by phone process. A corporate appointee is unable to provide a personal email and therefore will not be able to manage the claim on behalf of the claimant via the service.

Select your colleague for more information about appointees.



Select the Universal Learning icon to access the Spotlight on: appointees and Personal Acting bodies.

Read through the information up to and including the section on 'Recognising when an appointee is needed'.

At this point you would create a handover to the case manager for further action.



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The ALP

There is a clerical Agent Led Process (ALP) that accompanies a claim by phone. This ALP must be followed in all cases where a claim by phone is requested.

The ALP is broken down into 5 sections.

- **SECTION 1** - Establish claim by phone request
- **SECTION 2** - Check eligibility and create account
- **SECTION 3** - Complete the claim gather and confirm the claim start date
- **SECTION 4** - Arrange initial evidence interview
- **SECTION 5** - Confirm the claim start date

How far you work through the sections will depend on the circumstances of the person you are speaking to.

The claim by phone ALP is currently clerical and must be accessed from the Resources section in Universal Learning, then selecting ALPs.

Select the Universal learning icon and locate the Claim by phone ALP now, review the action for you to take in section 1.



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Claim by phone appropriate

Once you have determined that a claim by phone is appropriate, complete the actions in section 2 of the ALP.

Start the process through the **Telephone ID Check** option in the toolbar of the agent dashboard.



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TIP Read the latest [feature update notifications](#).
See an overview of the [first assessment period](#).

Cases to progress

[View recent activity \(1\)](#)

Payments due

0

[View](#)

Blocked cases

1 /1

[View](#)

Journal entries

0

[View](#)

Payment accuracy

1

[View](#)

Other actions

0

[View](#)


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Start claim by phone

Once you have selected the **Telephone ID Check** option the screen below displays.

You need to select the **Start a claim by phone** link at the bottom of the screen.

 **Universal Credit** [To-do list](#) [Claimants](#) [Colleagues](#) [Teams](#) [Telephone ID check](#) [Diary](#)

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TIP

 Claimants must give permission for someone else to call on their behalf. This is known as explicit consent. Read the [latest guidance](#).

Telephone ID check

Name and address

Last name

Postcode

Use the address registered with Universal Credit

Next

[Start a claim by phone](#)

[Could we improve this page?](#)

Select your colleague for extra information.



We are just walking through the process for now, you will have a chance to practice soon.

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Eligibility for claim by phone

Once you have confirmed that this will be a claim by phone you must record the reasons why in the next screen.

Select all of the reasons that apply to the claimant from the tick boxes. There is also a free text box for extra information.

It is important that you explain the reason for claim by phone in as much detail as possible.

A case manager or work coach could find additional support for the claimant based on the information you record.

Reason for claim by phone

The details you record here can help the work coach or case manager to better support the claimant's needs.

It might also help them to move the claimant online in the future.

What are the reasons for claiming by phone?

- ☐ Health
- ☐ Low mobility
- ☐ Corporate appointee
- ☐ MAPPA
- ☐ No internet access
- ☐ Low digital skills
- ☐ Other

Explain this decision

Give as much helpful information as possible.

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Read to claimant

Claim by phone

Notices - read to claimant

No access to online account

If you claim by phone you will have no access to your online account. You will need to call us or go to a jobcentre every time there are issues with your claim.

Personal information

We will treat your personal information carefully. We'll only use it as allowed under data protection laws.

To find out more about how we use information and your information rights, read our Personal Information Charter. You can get a copy of this at a jobcentre.

Confirm you've read this to the claimant

☐

I have read this to the claimant

Next

As you progress through the next screens, it is vitally important that all parts of the service that show, **read to claimant**, are read out to the claimant exactly as they appear on the screen. Record and confirm responses on the service where indicated.

The next few screens gather basic personal information from the claimant and sets up the security questions, so that a Universal Credit account can be created.

The screens contain all of the instructions you need to complete them.

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Security questions

Select your colleague, she has some useful information about security questions for you.



When you are asking the claimant to choose their security questions and answers, remind them that these questions will be asked every time they have contact with Universal Credit, so they need to choose something memorable.

These answers cannot be changed so it is important that you record the answers exactly as the claimant replies.

Make sure to check:

- spellings
- hyphens and spaces

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Account created

Once the claimant's contact details have been entered and the security questions confirmed you come to the **Account created** screen.

You can see at the top of the screen the name of the claimant displays.

This screen gives details of the information the claimant needs to have ready to complete the claim gather.

At this point you may need to consider a home visit, but these are only done in exceptional circumstances.

Select the Universal Learning icon to access the Coronavirus guidance and read the Home visits slides in the Complex needs section.



Viewing Sarah Cooper

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Account created

Make a claim within 28 days or you'll have to create your account again.

You may need details of:

- housing costs and any rent agreement
- any savings and income, including other benefits
- people who live with you

You can still start your claim if you do not have all of these details. You will be able to sign in again later to complete your claim.



You may be prosecuted or need to pay a penalty if you give wrong or incomplete information.

Start claim

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Book appointment

Section 2 of the ALP, asks if the claim gather can be completed on this call.

In the majority of circumstances, you need to book the claimant an appointment with the Claim by phone team, for them to pick up the gather. You have covered appointment booking earlier in your learning journey.

Select your colleague, she has important information for you about booking the appointment.



Book the appointment as follows:

- Appointment channel – By phone
- Appointment location – Claim by phone
- Appointment category – Other
- Other type – Unlock claim

Inform the claimant of the appointment details, the evidence they will need to have to support their claim and that the appointment may last up to an hour. Also record in claimant history what items of evidence the claimant is bringing.

It is important to get the appointment booking right. Not choosing the correct options, fills diary time for agents who don't take phone claims, and causes delays for the claimant.

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Training service

You now have the opportunity to practise the claim by phone process we have looked at so far.

Locate and open, the claim by phone ALP from the resources page in Universal Learning as we did earlier on.

Then access the training service as an agent.

Work through sections 1 and 2 of the ALP, using the process we have walked through from, selecting **Telephone ID check** on your dashboard.

Access the claimant information sheet for this module, UC114 NS, from the learner support site.

Select your colleague, she has some final tips for you before you start.

You need to keep a note of the claimant details that you enter, including the security questions.

This allows you to access the claimant's account to make the appointment.

Remember, it's important to get the appointment booking correct, the details are on the ALP in section 2.



Once you have completed the service action, minimise your training service window (we will go back to it shortly), and return to this learning.

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Completing the gather

As mentioned on the previous slide, in most circumstances you book an appointment for the claimant and this is the end of your task.

In certain specific circumstances you can continue into section 3 of the ALP, and go on to gather the claim details.

Select each point to reveal those circumstances.

1

The call is from a DWP visiting officer who is helping the claimant make a claim by phone.

2

The call is from an appointee or person acting on behalf of the claimant if they are unable to make the claim themselves (such as claimants in Secure Hospital Units).

3

The call is from a claimant in distress or with complex needs or a vulnerability, they would like the claim completed now and, the claimant confirms they have all the information required and can provide it on the call.

4

If the claimant has no phone number, therefore we cannot arrange for them to receive a call from the Claims by phone team.

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Training service



You must only complete the gather if the circumstances listed on the previous slide apply.

In all other circumstances you must book the appointment with the claims by phone team for them to complete the gather.

Return to the training service, complete the gather and submit the claim for Sarah, using the details on the claimant information sheet.

Once you have submitted Sarah's claim return to this learning. The submitted claim will be used to process changes in circumstances for Sarah in part 2 of this module, later in your learning journey.

Select your colleague for an extra tip.

If you have come out of the training service for any reason, you can retrieve Sarah's account by selecting the **Claimants** link at the top of the screen.

Enter Sarah's details into the search function, and select her name from the results. This will take you to her claimant homepage.

Selecting **Claimant's account** from the links on the left hand side of the screen returns you to the **Start claim** option.



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Completing the ALP

Once you have completed the full claim gather and have read all the details on the screens to the claimant, you must arrange an initial evidence interview, and confirm the claim start date.

The ALP guides you through this action in sections 4 and 5.

Select the Universal Learning icon now to view the ALP, spend a few minutes reviewing the action to take, and return to the learning.



Select your colleague, she has one more piece of advice.



Remember you can access the training service at any time to practise starting a claim by phone, booking an appointment, or completing a full gather.

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Additional support



There is a Spotlight on: Claims by phone in Universal Learning.

There is also extra information on Non-digital relationships in the complex needs section of Universal learning.

Summary

In this module you have learned to:

- explain the circumstances where a claim by phone is appropriate
- demonstrate the action to take to start a claim by phone
- demonstrate the action to take to make the appointment with the Claims by phone team
- list the specific circumstances where you might need to complete the claim gather
- demonstrate how to complete the gather and submit the claim



Please give the learning designer your feedback on this module using the link below.

[Feedback: UC114NS Part 1 Claims by phone](#)