

Removal of the requirement to accept a claimant commitment

There may be circumstances where the requirement to accept a claimant commitment can be removed temporarily or permanently. This requirement can be lifted temporarily when:

- a person is undergoing medical treatment as an in-patient in a hospital
- a claimant or office has an exceptional domestic emergency such as fire or flood
- the office the person would be required to attend to accept their claimant commitment is closed and alternative arrangements are not possible

This list is not complete and is intended to show some circumstances that are exceptional.

Once the circumstances are resolved, a claimant commitment must be accepted.

If a claimant is physically or mentally unable to accept their commitment and this is unlikely to change (or it would be unreasonable to expect them to do so due to terminal illness) we will waive the requirement to accept a commitment permanently.

Whilst a requirement to accept a commitment is waived, the Universal Credit service does not currently allow commitment acceptance to be ignored. In these circumstances, a work coach will mark the commitment as accepted so that the claim can continue and makes a note of the actions taken and the reason.

Appointees cannot accept a commitment on behalf of a claimant.