

Removal of the requirement to accept a claimant commitment

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Introduction

There may be circumstances where the requirement to accept a Claimant Commitment can be removed temporarily or permanently.

Temporarily lifting the requirement to accept a commitment

This requirement can be lifted temporarily when:

- a person is undergoing medical treatment as an in-patient in a hospital
- a claimant (or local 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 is not a complete list and is intended to show some circumstances that are exceptional.

Once the circumstances are resolved, a Claimant Commitment must be accepted.

Permanently lifting the requirement to accept a commitment

The requirement to accept a Claimant Commitment is lifted permanently when a claimant:

- meets the DWP definition of being terminally ill. See: Terminal illness
- is physically or mentally unable to accept their commitment and this is unlikely to change

Waiving the requirement to accept a commitment in the service

Whilst a requirement to accept a Commitment may be waived, the Universal Credit Service does not currently allow Commitment acceptance to be ignored.

In these circumstances, case managers or work coaches must:

1. Accept the Claimant Commitment by using the 'access claimant account' section of the claim.
2. Add a 'Claimant History' note outlining the actions taken and the reason.
3. Cancel future commitment appointments.

When cancelling appointments because of terminal illness, it is important to be aware that the claimant may be unaware of their terminal illness. If the claimant is unaware, their condition or prognosis must not be disclosed.

Appointees cannot accept a commitment on behalf of a claimant.

Offering voluntary support

Claimants who are not required to accept a commitment must be offered voluntary work coach support. The following note must be added to the claimant's journal:

"You are not required to accept a claimant commitment because of your illness. We will not ask you to search for work or prepare for work, but we can still offer you work related support from a work coach if you would like it. If you would like support from a work coach, please let us know by sending a journal message."

Welsh translation:

"Nid oes angen i chi dderbyn ymrwymiad hawlydd oherwydd eich salwch. Ni fyddwn yn gofyn i chi chwilio am waith na pharatoi ar gyfer gwaith, ond gallwn barhau i gynnig cymorth sy'n gysylltiedig â gwaith gan anogwr gwaith os hoffech gael hynny. Os hoffech gael cymorth gan anogwr gwaith, rhowch wybod i ni drwy anfon neges ar eich dyddlyfr."

For appointee cases

In all appointee cases the need for a claimant commitment is waived. The service does not currently allow accepting a commitment to be waived. The commitment must be marked as accepted by an agent so the claim can continue. Work-related requirements are to be switched off and work group **not** overridden. Any actions and reasons for waiving the commitment must be noted in claimant history.

Some claimants may wish to do work-related activity, with jobcentre support, such as voluntary work. A claimant, appointee and agent may agree voluntary activities together. Any actions and reasons must be noted in claimant history

and journal. The claimant commitment must continue to be waived and marked as accepted. The following must not be applied to appointee cases:

- mandatory activities, including mandatory work focused interviews
- sanctions