

# **Removal of the requirement to accept a Claimant Commitment: Guidance**

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## **Introduction**

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

This is also referred to as waiving the requirement.

## **Temporarily lifting the requirement to accept a Claimant Commitment**

This requirement can be lifted temporarily when:

- the claimant is undergoing medical treatment as an in-patient in hospital
- the claimant (or local office) has an exceptional domestic emergency such as fire or flood
- the office where the claimant 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 exceptional circumstances are resolved, the Claimant Commitment must be accepted.

## **Permanently lifting the requirement to accept a Claimant Commitment**

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

- meets the DWP definition for being terminally ill, see Terminal illness
- is physically or mentally unable to accept their Claimant Commitment and this is unlikely to change

## **Offering voluntary support**

Claimants who are not required to accept a Claimant Commitment must be offered voluntary work coach support.

## **Appointee cases**

Appointees cannot accept a Claimant Commitment on behalf of a claimant and in all cases the requirement is waived.

Some claimants may wish to engage in work-related activity with jobcentre support (such as voluntary work) and the claimant, appointee and agent can agree voluntary activities together. In these circumstances, the Claimant Commitment must continue to be waived and marked as accepted.

The following must not be applied to appointee cases:

- mandatory work-related activities including mandatory Work Focused Interviews
- sanctions