

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.

For further information regarding claimant commitments find out more about Appointees, Personal Acting Bodies and Corporate Acting Bodies: Guidance