

Universal Credit Claim Review: Guidance

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Introduction

Universal Credit Claim Review (UCR) was introduced to support the reduction of fraud and error in Universal Credit.

Reviews are conducted by dedicated UCR Teams to ensure that claimants receiving Universal Credit remain eligible and are receiving the correct payments and support. Where errors have occurred, claims are corrected or closed if appropriate.

For more information, see Universal Credit Claim Review.

Claimant attends the jobcentre

UCR agents will support claimants to upload all necessary supporting evidence and information (for example, bank statements). They will only refer claimants to a jobcentre when ID verification is required.

However, some claimants may decide themselves to attend the jobcentre to seek additional support regarding their review.

During appointments, it is useful to remind the claimant to:

- check their to do list for any outstanding actions as UCR agents will also have sent detailed journal messages advising them of what is required
- maintain access to their account and to check it regularly

Claimants can also be directed to [GOV.UK](https://www.gov.uk) for further information.

Claimants undergoing a review are and remain Universal Credit claimants. They must be treated with the same consideration when visiting the Jobcentre and every contact should be a positive and effective one for every claimant.

Supporting the claimant

It is vitally important that there are no unnecessary delays with claimants providing the required evidence as this may impact on their Universal Credit award.

UCR as an extension of Universal Credit is a digital only service.

Jobcentre agents may coach and support the claimant to upload the evidence requested to their online account but must not do this on their behalf.

This enables the claimant to provide evidence in a timely manner and prevents documents from being posted or scanned, therefore preventing delays. It also encourages the claimant to manage any future actions themselves.

For more information about assisting a claimant to upload evidence, see [How to upload documents for your Universal Credit Claim Review: videos and supporting guidance and Supporting claimants with bank statements](#).

Jobcentre agents must not email any evidence on behalf of the claimant under any circumstances.

Within UCR, the postal service is by exception and must only be used by claimants who are:

- digitally excluded
- have complex needs or vulnerabilities, or
- when all upload options have been exhausted

It is important that we avoid using the postal option and claimants should be coached to upload documents to reduce the impact on our postal process.

If evidence is provided by post, the claimant should be advised to allow 10 working days for the UCR agent to read and work through the documents provided.

Business as usual

Jobcentre agents should follow all normal ways of working for claims currently under UCR.

However, if a suspension has been imposed by UCR, agents must contact the UCR agent or their team leader before taking any further action.

Claims must not be closed if they are currently under UCR and no action is to be taken without checking with the UCR agent first.

If the claimant has an appointee who has not been verified on the System, they must attend a face-to-face ID appointment at the jobcentre following business as usual practices.