

Dear Ms Harriman

Thank you for your Freedom of Information request received on 26 July 2017. You asked for:

I have been unable to find any guidance or regulations which stipulate :

- a) the time allowed - before UC is suspended - for a UC Live service claimant to take steps to transfer to Full (Digital service) when the area they live in changes to Live service, nor*
- b) the time allowed to do this once UC has been suspended, before the UC award is closed.*

I have read the deposited paper <http://data.parliament.uk/DepositedPapers/Files/DEP2016-0778/Transfers from Live Service to Full Service v3.0.pdf> but this does not state the time limits.

I note the above states "Specific detailed guidance is available for both Service Centre and Jobcentre staff in offices that are transferring from Live Service to Full Service " so if this is available please could you provide it.

DWP Response

Universal Credit transfers activity starts in a Jobcentre on the date that a specific postcode area falls under Digital regulations. For an individual claimant to transfer from the live service (ls) to the full service (fs), activity begins when a Call to Action (CTA) letter is issued to them. Once the CTA letter is issued, the claimant has **14 days** to complete the following steps:

- create a full service online account, and declare their fs claim;
- book and attend an appointment and verify their identity;
- provide all the evidence to support their identity.

The process is slightly different depending on which conditionality group the claimant is in, and whether the claim is therefore dealt with at the Service Centre (SC) or in the Jobcentre (JC). However, the steps to take and the time limits remain the same. This 14 day period can be extended at the discretion of the work coach / agent if there are specific circumstances – e.g. if additional support is required, or if an interview has been booked before the 14 day deadline to a date after it. The attached extracts from the SC / JC guidance illustrate the CTA process in each. A copy of the CTA letter is also attached.

If the claimant does not complete all the actions required by the relevant deadline, the live service case is suspended due to non-compliance, as mentioned in the guidance. A suspension letter is issued to the claimant at that point – a copy of which is also attached. The claimant is then given a further **32 days** to complete these actions. The reason for this is because Universal Credit is paid calendar monthly, and 32 days is more than one calendar month / assessment period.

If the claimant fully complies with the actions required in this extended period, their claim will then be transferred from live service to full service. If they still do not comply, their live service claim will be terminated, with a further letter issued.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk