

Pieces of UCKM guidance:

1. Action on the 8th day of sickness
2. Contacting a claimant about their Statement of Fitness for Work
3. Referring a claimant to a work capability assessment
4. Contacting Universal Credit overview
5. Duplicate UC50 medical/health questionnaire requested

### Action on the 8th day of sickness

#### Summary

Actions for an account developer to take when the claimant has reached 8 days of sickness

#### Content

Claimants can self-certify as sick for the first 7 days of any sickness period, and this process applies for people reporting sickness for the 1st or 2nd time in a rolling 12 month period.

However, when a claimant reaches the 8th day of a period of sickness an account developer (AD) receives a CAMLite task with the following details:

- Task Type: Health Condition
- Sub Type: Review FIT Note
- SLA: 1 Day
- Notes: Sickness Day 8 – claimant reported sick from --/--/-. Has SoFFW/RtWP been received?

The AD checks CAMLite Contact history to see if the Statement of Fitness For Work (SoFFW) or Return to Work Plan (RtWP) has been actioned.

#### Contact history shows SoFFW/RtWP has been actioned

The AD ensures all subsequent CAMLite and WSP tasks have been set, for example:

- the next SoFFW/RtWP
- the Day 29 task if appropriate (where the SoFFW covers the 28th day of sickness)
- referral to the work coach (WC) at Day 15 on WSP

The AD closes the original task and no further action is required.

#### Contact history does not show SoFFW/RtWP has been actioned

The AD checks CAMLite for any:

- Task Type: Scanned Correspondence
- Sub Type: White Mail
- SLA: 3 days

To do this the AD:

1. Navigates to the claimant's task tab (in the middle of the screen – not the tab at the top). This will open up the claimants Open, Not Started or Closed tasks.
2. Navigates through the list of tasks to identify a potential open Scanned Correspondence – White Mail task.
3. Selects the task they want to view. This highlights the task in yellow and opens the task applet at the bottom of the screen.
4. Selects the “view documents” button within the task applet at the bottom of the screen the agent. This will launch DRS with the search result narrowed down to the piece of mail associated with that task.

### **Open scanned correspondence task held**

The AD cancels any outstanding appointments and turns off the intervention regime. The AD checks if the claimant has failed to attend any appointments or interventions today that had not already been rescheduled and if they have the AD gives Good Cause and closes the doubt. The AD creates a WSP task for the 15th consecutive day of sickness, with the following details:

- Target: Work Coach Task Team.
- Start: 15th consecutive day of sickness
- Notes: Claimant reported sick from --/--/--. SoFFW now provided for period --/--/-- to --/--/--. Requirements cancelled, please consider next steps

The AD checks the duration of the SoFFW/RtWP and takes the appropriate action below.

## **SoFFW/RtWP expires within the next 7 days**

The AD attempts to make an outbound call to the claimant.

### **Outbound call is successful**

The AD asks the claimant if they are fit for work.

### **Claimant is fit for work**

The AD books an appointment in WSP for a WC and updates WSP notes accordingly.

### **Claimant is still unfit for work**

The AD advises the claimant when their current SoFFW/RtWP expires and that a new SoFFW/RtWP is needed to cover from that date.

The AD creates a CAMLite task with the following details:

- Task Type: Health Condition
- Sub-type: Review Fit Note
- SLA: 3 Days
- Start Task From: 8 days from today's date.
- Notes: SoFFW Review - claimant reported sick from --/--/--. Previous SoFFW expired --/--/--. Has SoFFW been received?
- Assigned To: UC – Work Services

### **Outbound call is unsuccessful**

If the claimant has a mobile number the AD sends an SMS to the claimant requesting a SoFFW/RtWP from the 8th day of sickness. If the claimant doesn't have a mobile number the AD completes and posts a [UC16](#) to the claimant and uploads a copy to DRS. The AD requests a SoFFW/RtWP to cover from the expiry of the current SoFFW/RtWP and that it's received within 7 days.

The AD creates a CAMLite task with the following details:

- Task Type: Health Condition
- Sub-type: Review Fit Note
- SLA: 3 Days
- Start Task From: 8 days from today's date.

- Notes: SoFFW Review - claimant reported sick from --/--/--. Previous SoFFW expired --/--/--. Has SoFFW been received?
- Assigned To: UC – Work Services

### **SoFFW/RtWP received covers between 7 and 28 days**

The AD creates a CAMLite task with the following details:

- Task Type: Health Condition
- Sub-type: Review Fit Note
- SLA: 3 Days
- Start Task From: 1 week before end of current SoFFW.
- Notes: SoFFW Review - claimant reported sick from --/--/--. Current SoFFW expires --/--/--  
Please send SMS or issue UC16 letter and set task for return.
- Assigned To: UC – Work Services

### **SoFFW/RtWP received covers more than 28 days**

The AD creates 2 CAMLite tasks, 1 to take reminder action for when the SoFFW/RtWP is due to expire, and 1 set for Day 29 of the period of sickness to make a WCA referral. The CAMLite tasks have the following details:

- Task Type: Health Condition
  - Sub-type: Review Fit Note
  - SLA: 3 Days
  - Start Task From: 1 week before end of current SoFFW.
  - Notes: SoFFW Review - claimant reported sick from --/--/--. Current SoFFW expires --/--/--  
Please send SMS or issue UC16 letter and set task for return
  - Assigned To: UC – Work Services
- 
- Task Type: Health Condition
  - Sub-type: WCA Referral
  - SLA: 3 Days

- Start Task From: 29 day of sickness.
- Notes: Sickness Day 29 - claimant reported sick from --/--/--. 28 days have elapsed since first day of sickness please consider WCA referral
- Assigned To: UC - WCA

### **No open Scanned Correspondence task for a SoFFW/RtWP**

If there is no open Scanned Correspondence task the AD attempts to call the claimant, see Handling Calls.

### **Call successful**

The AD asks the claimant if they are still sick.

### **Claimant is fit for work**

If the claimant reports they are no longer sick and are now fit for work, the AD books a work-related interview with a work coach (WC) to review the [Claimant Commitment](#) and set any work-related requirements.

The AD creates a [Work Services Platform](#) (WSP) task and adds notes to update the WC.

The WSP task will have the following information:

- due date – The date the appointment is booked for
- the 'Notes' field - 'Claimant has declared they are now fit for work, appointment booked please review CC'

The AD updates CAMLite Contact history with details of the action taken and clears any associated CAMLite tasks.

### **Claimant is still unfit for work**

If the claimant states they are still sick and not fit for work, the AD advises that a SoFFW/RtWP is required covering from the 8th day of sickness. The AD reschedules interventions and appointments for a maximum of 7 days to await receipt of the SoFFW/RtWP.

The AD creates a CAMLite task with the following details:

- Task Type: Health Condition
- Sub Type: Review Fit Note
- Start Task From: 8 days from today's date

- SLA: 1 Days
- Notes: Sickness Day 8 – claimant reported sick from --/--/-- SoFFW/RtWP not provided at Day 8. Claimant contacted by phone and advised to send one in. Has SoFFW/RtWP now been received?
- Assigned To: UC – Work Services

The AD updates CAMLite Contact history and closes the CAMLite task. The AD checks if the claimant has failed to attend any appointments or interventions today that had not already been rescheduled and if they have the AD gives Good Cause and closes the doubt.

### **Call unsuccessful or no contact details held**

If the claimant has a mobile number the AD sends an SMS to the claimant requesting a SoFFW/RtWP. If the claimant doesn't have a mobile number the AD completes and posts a [UC16](#) to the claimant requesting a SoFFW/RtWP to cover from the 8th day of sickness and that it's received within 7 days. The AD uploads a copy of the [UC16](#) to DRS.

The AD excuses or reschedules interventions and appointments for a maximum of 7 days to await receipt of the SoFFW/RtWP. The AD checks if the claimant has failed to attend any appointments or interventions today that had not already been rescheduled and if they have the AD gives Good Cause and closes the doubt.

The AD creates a CAMLite task with the following details:

- Task Type: Health Condition
- Sub Type: Review Fit Note
- Start Task From: 8 days from today's date
- SLA: 1 day
- Notes: Sickness Day 8 – claimant reported sick from --/--/--. SoFFW not provided at Day 8, SMS sent or UC16 letter issued to claimant --/--/-- to provide SoFFW by --/--/--. Has SoFFW now been received?
- Assigned To: UC – Work Services

The AD updates CAMLite Contact history and closes the CAMLite task.

## Contacting a claimant about their Statement of Fitness for Work

### Summary

The action to take when a claimant has not sent in a Statement of Fitness for Work or Return to Work Plan after being sent a reminder 7 days before it was due to expire. Actions include contacting the claimant to find out if they are still sick

### Content

An account developer (AD) receives a CAMLite task when a claimant has not sent in a Statement of Fitness for Work (SoFFW) or a Return to Work Plan (RtWP) following a reminder letter UC16 or SMS. This will have been 7 days before the SoFFW/RtWP was due to expire.

The task will contain the following information.

- Task Type: Health Condition
- Sub Type: Review FIT Note
- SLA: 3 days
- Task Notes: SoFFW/RtWP expires on --/--/--.  
UC16 or SMS sent to claimant on --/--/-- Check if  
further SoFFW/RtWP has now been received?

The AD checks CAMLite Contact history to see if the SoFFW/RtWP has been actioned.

### Contact history shows SoFFW/RtWP has been actioned

The AD marks the task as complete and then checks if the CAMLite task has been set to request a further SoFFW/RtWP 1 week before the current one expires. The AD also checks that the Day 29 day WCA referral task has been set where appropriate, if SoFFW/RtWP covers 28 days since initial report of sickness.

### Contact history shows SoFFW/RtWP has not been actioned

The AD checks CAMLite for any:

- Task Type: Scanned Correspondence
- Sub Type: White Mail
- SLA: 3 days

To do this the AD:

1. Navigates to the claimant's task tab (in the middle of the screen – not the tab at the top). This will open up the claimants:
  - open tasks
  - not started task
  - closed tasks
2. Navigates through the list of tasks to identify a potential open 'Scanned Correspondence – White Mail task'.
3. Selects the task they want to view. This highlights the task in yellow and opens the task applet at the bottom of the screen.
4. Selects the 'view documents' button within the task applet at the bottom of the screen the agent. This opens the Document Repository System (DRS) with the search result narrowed down to the piece of mail associated with that task.

If the SoFFW/RtWP has been received see [Receipt of a statement of fitness for work or return to work plan](#).

If the SoFFW/RtWP is not in DRS the AD calls the claimant.

### **Contact is successful**

If contact is successful the AD asks the claimant if they are still sick.

### **Claimant no longer sick**

If the claimant states they are no longer sick, the AD informs them that they will book the claimant an appointment with a work coach. The appointment is made to issue a new [Claimant Commitment](#) and to switch on Work Related Requirements.

To determine if ESA (C) is in payment the AD accesses the Agent Portal and navigates to the 'Your benefits' area of the Universal Credit interview/data-gather screen.

If the claimant is in receipt of ESA (C) it is recorded as 'Checked' benefit.



If the claimant is in receipt of ESA (C) and Universal Credit, the AD unchecks the box next to 'Employment and Support Allowance Contribution Based'.

The AD selects 'Remove' and then 'Next'. The Agent Portal prompts the AD to confirm they want the benefit removed.

The AD confirms the benefit is to be removed in the Universal Credit Add/remove other benefit screen and selects 'Save and Continue' to save the changes.

To ensure the claimant is paid the correct amount of Universal Credit, the AD navigates to Claim admin and views 'Claim data' to identify the claimant's assessment period.

If ESA (C) should have been removed in an earlier assessment period arrears of Universal Credit may be due to the claimant.

The AD accesses the Jobseekers Allowance Payment System (JSAPS) and terminates the ESA (C) claim from the day after the SoFFW/RtWP has expired.

To do this the AD:

1. Checks dialogue JA505 for deductions. There should be no deductions taken from ESA(C).
2. Accesses dialogue JA060, navigates to the Register claim/event screen and enters '02' in the 'Event type' field for a Change of circumstances. The 'Event sub-type' field is '18'.
3. Selects 'End'.
4. Accesses dialogue JA210 'Maintain suspension and decision details', if the claimant has a sanction. The award termination date is input as the date of re-compliance.
5. Accesses dialogue JA099 'Record claim termination details' and records the date of termination in the 'Claim termination date' field. The reason code is recorded as '36' 'Fit for work' in the 'Reason' field. The reason is also recorded in dialogue JA110 to help with any enquiries.

6. Accesses dialogue JA200 'Award and decision' to view the evidence and awards.
7. Accesses dialogue JA405 'Compute payment' to finalise termination of the claim.
8. Selects 'End' to issue any final payments.
9. Accesses dialogue JA530 'Case controls' and takes any action needed to clear any outstanding case controls.
10. Issues [UC353](#) found in the supporting documents folder for ESA area of the knowledge base. This ensures that employers can determine whether an employee should be paid SSP or reclaim ESA.
11. Updates CAMLite Contact history and dialogue JA110 with issue of the form.

The AD considers if the ESA(C) claim is live and under appeal or if future evidence is held. When initially processing the claim an AD may have recorded a SoFFW with an end date of up to 13 weeks and 6 days in the future.

If the ESA (C) termination date is in a previous assessment period and there are arrears of Universal Credit due to the claimant, the AD creates a document of authority and Universal Credit Payment instruction before sending them to be verified.

### **Claimant is still sick**

The AD informs the claimant:

- their SoFFW/RtWP has expired and the date that it ran out
- they need to send in a further SoFFW/RtWP that starts on the day the last one ran out so that the period of sickness is uninterrupted
- the SoFFW/RtWP must be received within 7 days

The AD sets a task in CAMLite for 7 days from today's date to check for the receipt of the SoFFW/RtWP, being mindful of any factors that could affect the receipt, such as GP appointments and postal services.

## Contact is unsuccessful

If contact is unsuccessful the AD completes a [UC19](#).

The AD saves and uploads the UC19 to the DRS and then prints and posts the letter to the claimant to remind them that they need to send in a SoFFW/RtWP.

The AD sets a task in CAMLite for 7 days from today's date to check for the receipt of the SoFFW/RtWP, being mindful of any factors that could affect the receipt, such as GP appointments and postal services.

## Completing the process

Whether phone contact was successful or not, the AD updates CAMLite Contact history stating how the claimant was contacted and whether a UC19 was issued.

The AD then exits all claimant records.

## Referring a claimant to a work capability assessment

### Summary

How to make a Work Capability Assessment referral

### Content

An account developer (AD) in the Work Capability Assessment (WCA) Specialist Team has identifies that a WCA referral is required when one of the following occurs.

- a claimant has reached the 28th day of sickness
- an immediate referral is required because the claimant can be treated as having Limited Capability for Work (LCW) or Limited Capability

for Work and Work Related Activity (LCWRA) or LCWRA due to terminal illness

- a re-referral is required because the claimant is within 2 months of the end of their prognosis or because they have previously failed to attend a WCA

The AD views CAMLite Contact history to check if any previous actions have been taken in the WCA process.

The AD then determines the reason for the WCA referral and takes the appropriate action to complete the [UC55 Medical Services Jacket](#). Prior to posting the AD staples the UC55 to a blank ESA55.

### **Initial referrals**

The AD locates and prints all the information relating to the claimant's sickness from the [Document Repository System](#) (DRS). Supporting documents may include:

- the Statement of Fitness for Work (SoFFW) or Return to Work Plan (RtWP)
- further medical evidence received since the first day of sickness
- DS1500
- MATB1
- BF223 relating to the current period of sickness
- any information regarding reconsiderations or appeals for the current period of sickness (recorded on a [UC6](#) and or tribunal documents)
- UC50 if available

The AD opens a [UC55 Medical Services Jacket](#), completes it as detailed in the steps below and uploads to DRS. The AD prints a blank UC55 Medical Services Jacket and populates the relevant sections clerically as follows:

- Special indicator/UCB marker with information found in the Unacceptable Customer Behaviour (UCB) portal. The referral will be rejected if the

information is not completed. See 'Staff Protection List' for guidance.

- Benefit type, including Statutory Sick Pay (SSP) and the claimant's personal details found in the Agent Portal Claim admin summary page. The Agent Portal is accessed through CAMLite. The Claim admin summary page will show whether appointee details are held for the claimant.
- Appointee details, held in the 'Customer representative' tab on the customer details screen in CAMLite.
- Name of the owning office and team, if not already known use FIND.
- First day of the current period of sickness from the CAMLite task.
- Diagnosed cause of the current sickness and/or disability found in the information recorded using the Manual CofC Data Gather Tool stored on DRS. The AD needs to be aware there could be more than one reason for sickness and they may need to check the SoFFW/RtWP.
- GP details found in the information recorded using the [Manual CofC Data Gather Tool](#).
- 'Mental health related disability' indicator using information from the Incapacity Reference Guide (IRG) or SoFFW/RtWP. See operational guidance 'Using the Incapacity Reference Guide'. Claimants with mental health related sickness are treated sensitively during the WCA.
- Referral details with the referral type , the date of the referral and if the claimant has 'Limited Capability for Work' (LCW) or 'Limited Capability for Work and Work Related Activity' (LCWRA) - the AD should also note if this is a re-referral or not in this section.

Referral type	Meaning
Q	Questionnaire gathering
S	File work (transition referral where DWP have already gathered the questionnaire)
R	Rework
ED	Previously Did Not Attend (Sub-type for re-referral)
TI	Terminally ill
CZ	Reconsideration (Sub-type for re-referral)
CN	Advice question (Sub-type for re-referral)
LC	LCWRA only referrals

- The AD completes the 'Notes' box with details of whether the claimant has already been 'treated as' LCW, LCWRA or LCWRA due to terminal illness. The reasons why need to be included. If

the claimant is terminally ill this needs to be marked clearly.

The AD identifies the appropriate Assessment Service Centre. The AD sends the UC55 and all relevant documents to the healthcare provider via the courier standard service.

### **Creating a Work Services Platform task for the Work Coach Task Team**

The AD creates a WSP task for the Work Coach Task Team, the task details depends on whether the claimant is terminally ill, treated as having LCW/LCWRA or has reached the 28th day of sickness.

The AD completes and sends a UC35 to claimants who have reached 28th day of sickness and uploads a copy to DRS.

### **Re-referral because the claimant is within 2 months of the end of a prognosis**

The AD locates the previous UC55 Medical Services Jacket. This will be held on [DRS](#) and will relate to the claimant's current prognosis. The AD prints this and any relevant documentation. The relevant information must include any medical evidence.

The AD follows the steps for an initial referral and records or amends the information on the UC55 Medical Services Jacket as appropriate. In addition the AD:

1. Populates the 'Support Group applies' indicator if the CAMLite task states that the claimant was previously LCWRA.
2. Populates the 'Previously treated as LCW applies' indicator if the claimant has previously been treated as LCW or the outcome of a WCA was LCW. This information is held in Claim admin on the Agent Portal.

The AD should be aware they can only select one of these 2 tick boxes.

### **Re-referrals because the claimant didn't attend a Work Capability Assessment**

The AD locates the previous [UC55 Medical Services Jacket](#). This will be held on DRS and will relate to the claimant's current prognosis. The AD prints this and any relevant documentation.

Supporting documentation will include supporting medical evidence for the case and any information about a good cause decision for the failure to attend recorded on a [UC6](#).

The AD changes the referral type in the referral details section of the [UC55 Medical Services Jacket](#) referral form. The correct referral type can be found in the above referral type table.

### **For all referrals**

In the [Work Service Platform](#) (WSP) the AD navigates to the claimant's record in the personal section:

1. Changes the WCA action radio button to 'Yes'.
2. Selects 'Assessment pending' from the drop-down list.
3. Saves and closes the claimant's record.

### **Identifying an appropriate assessment provider**

If a claimant moves to a non-Universal Credit delivering office but is still required to attend a WCA, the originating Service Centre continues to be responsible for the administration of the claim. The originating office will prepare the paperwork and arrange for a Health Care Professional (HCP) in the non-Universal Credit office to undertake a face to face WCA.

It will be the responsibility of the HCP to travel to the non-Universal Credit office if required.

The AD identifies the correct assessment centre.

For claimants who are terminally ill the AD phones the assessment provider to establish the correct Fax number.

For all other claimants the AD posts the prepared bundle via the courier standard service, see [DWP Dedicated Courier Services - DWP Security Good Practice Guide No 13](#).

If the WCA referral is because the claimant is terminally ill, the AD checks if a DS1500 is held.

If a DS1500 isn't held the AD checks if the claimant is in receipt of [Disability Living Allowance](#) (DLA) or [Personal Independence Payment](#) (PIP). If they are the AD rings the relevant department to see if a DS1500 is held by them. The AD completes a fax cover sheet and faxes the cover sheet to the assessment provider.

For all referrals, the AD creates a CAMLite task to check the provider has returned the referral:

The AD updates CAMLite Contact history with the referral details and closes all claimant records.



## Contacting Universal Credit overview

### Summary

This describes the Universal Credit contact channels and what support is available for claimants who can't use their Universal Credit online account

### Content

#### Making an online claim

To find out if you are eligible for [Universal Credit](#) and to make a claim log on to the Universal Credit website.

If you have failed the Quick Check questions because you are a foster carer or a member of your household is in the armed forces, you will receive a message advising you to contact Universal Credit.

If you are not able to go online yourself you should first ask friends and family to help you. If this is not possible you can contact an adviser to find out about local services that can help.

#### Contacting Universal Credit by phone

To speak to an adviser phone 0345 6000 723 or text phone 0345 6000 743 between 8am - 6pm, Monday to Friday (closed on bank and public holidays). The call is charged at the standard local call charge rate from BT landlines. Call charges from mobiles and other networks may vary.

Universal Credit uses [Natural Voice Recognition](#) (NVR) to direct you to the help you need. This means you will hear a message asking you to say the reason for calling, such as to:

- get help making a claim
- report any changes in your circumstances
- report your earnings
- arrange for a telephone interpreting service - if your first language is not English

Calls to report a bereavement will be re-directed straight to the DWP Bereavement Service. This is so you will only have to report a death once.

If NVR can't recognise the reason for your call you will be asked another question. If after 5 attempts the system does not understand or know the reason for the call, it will ask you to use the numbers on your telephone handset instead.

#### Waiting to speak to an adviser

Once the reason for the call is known and you're waiting to speak to an adviser, you will be made aware of the following:

- if you knowingly give false information or don't tell Universal Credit about any change in your circumstances, your benefit may be stopped or you may be liable to prosecution or other action
- that your call will be recorded

## **Special arrangements**

If you need any special communication arrangements or help accessing buildings please tell us.

## **Going to a Universal Credit office**

If you go to a Universal Credit office, an adviser will establish the reason for the contact and assist as appropriate.

## **Duplicate UC50 medical/health questionnaire requested**

### **Summary**

How to determine the next steps if a claimant requests a duplicate UC50

### **Content**

### **Duplicate UC50 medical/health questionnaire requested**

A [claimant](#) may contact Universal Credit to request a duplicate [UC50](#) medical/health questionnaire.

The telephony agent (TA) informs the claimant that a duplicate UC50 medical/health questionnaire will be issued and this must be returned by the date notified on the assessment provider letter.

The TA then wraps-up the call and:

1. Notes the current address held in CAMLite.
2. Issues a blank UC50 to the claimant.
3. Updates CAMLite Contact history with action taken.

If the claimant is part of a joint claim the partners CAMLite contact history must also be noted.

### **Updating the Work Services Platform**

The issue of the UC50 (and the date of issue) is also noted on the [Work Services Platform](#). To do this the AD:

1. Navigates to the claimant's record.
2. Selects 'Heath barrier' from the claimant record screen.
3. Selects the 'Notes' hyperlink.
4. Selects 'Add a new note' and records issue of the duplicate UC50.
5. Selects 'Save and close'.

The AD then closes the CAMLite task and exits all claimant records.