

Receipt of a statement of fitness for work or Return to Work Plan

Summary

Action to take when a statement of fitness for work or Return to Work Plan has been received, including deciding the timing of a Work Capability Assessment referral

Content

A Statement of Fitness for Work (SoFFW) is issued by a healthcare professional and will either be a first SoFFW or a subsequent SoFFW which was requested by Universal Credit. A Return to Work Plan (RtWP) is issued by the voluntary Fit for Work service. See [Return to Work Plan](#). For further information on what types of medical evidence can be accepted and what information is mandatory on it select [here](#).

When a SoFFW or RtWP has been received from a claimant, the AD receives the following CAMLite task:

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

The AD accesses the [Document Repository System](#) (DRS) via the task that they have received and views the latest SoFFW/RtWP (this can be identified by the prefix 4014), noting the following information:

- start date and end dates of the SoFFW or RtWP
- the diagnosis
- any [GP](#) comments

The agent sends an SMS text to the claimant using the template 'UC Evidence Received' to tell the claimant their evidence has been received.

The AD checks DRS to see if there is a MDGT document relating to this sickness, if there is the AD notes the first day of sickness.

If there is no MDGT document held see the first bullet point below.

An account developer (AD):

- checks if this SoFFW/RtWP is the first report of the period of sickness. See [Initial actions when a claimant reports sickness, change of general practitioner, healthcare practitioner and/or sickness](#)
- determines the duration of the SoFFW/RtWP and considers reminder action. For details of subsequent actions depending on the period covered by the SoFFW/RtWP See [Action on the 8th day of sickness](#)
- checks if the current SoFFW/RtWP covers 28th consecutive day since the initial report of sickness and if it does sets the following CAMLite task for a Work Capability Assessment (WCA) referral on day 29:
 - Task Type: Health Condition
 - Task 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

See [CAMLite and Work Service Platform notes](#)

Completing the process

For all claimants the AD accesses the [Agent Portal](#) and navigates to the 'Claim Admin' screen, to determine if ESA (C) is in payment. If the claimant is in receipt ESA (C) the AD takes action to manage a suspension on the Jobseekers Allowance Payment System (JSAPS) for a claimant who is sick. See [JSA \(CNS\) Issuing and processing JSA28\(UC\) for a period of sickness](#).