



Department
for Work &
Pensions

Secretary of State
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Rt Hon Sir Oliver Letwin MP
House of Commons



9 November 2017

Dear Oliver


Thank you for your letter of 13 October on behalf of Mr Andy Pennington of Citizens Advice Bridport regarding Universal Credit.

Mr Pennington has requested clarification regarding the Universal Credit online claims procedure.

After making a claim online, Universal Credit claimants have one month to book and attend an appointment at the Jobcentre. During this appointment, the Work Coach will work with the claimant to develop the claimant's personalised Claimant Commitment. This sets out what the claimant has agreed to do to prepare for and look for work, or to increase their earnings if already employed. Following the appointment, claimants have seven days to accept their Claimant Commitment. If the Claimant Commitment is not accepted within seven days the case may be closed.

The relevant legislation for claimants to attend the initial appointment and accept the Claimant Commitment can be found at the following two locations:
<http://www.legislation.gov.uk/ukxi/2013/380/contents/made>
<http://www.legislation.gov.uk/ukpga/2012/5/contents/enacted>

We understand that implementing a service of this size will present challenges, and where we identify gaps we take swift action to ensure claimants and agents understand what is required. We have recently issued new guidance to Jobcentre Plus offices on this matter and we are improving communications to claimants, to make it clearer to claimants what is required of them, and the consequences of failing to meet these requirements.

Yours ever


Rt Hon David Gauke MP

SECRETARY OF STATE FOR WORK AND PENSIONS