

Appointment Booking Guidance

- ☐ Diary Management Tool guidance
- ☐ Universal Credit Appointment List

Appointment Booking Spotlights

- ☐ Appointment Booking
- ☐ Appointment booking and unacceptable customer behaviour control measures
- ☐ Referrals to Provider Agent Contacts
- ☐ Using the Work Focused Interview appointment type

Capital & Savings Guidance:

- ☐ Capital disregards
- ☐ Deprivation of capital
- ☐ Treatment of capital
- ☐ Unearned income

Capital & Savings Spotlights:

- ☐ Unearned income

Case Management Guidance:

- ☐ Annual Verification

Case Management Spotlights:

- ☐ Reallocate and unallocate a case manager's claimants

Childcare Guidance:

- ☐ Childcare costs
- ☐ Registered or approved childcare
- ☐ Tax Free childcare

Childcare Spotlights:

- ☐ Childcare: Declaration and evidence
- ☐ Childcare: Other childcare offers
- ☐ National Services handling telephony enquiries

Children Guidance:

- ☐ Additional amount for children
- ☐ Child in considerable distress
- ☐ Child maintenance
- ☐ Foster carers
- ☐ Work-related requirements for claimants with children

Claim Closure Guidance:

- ☐ Claim closure
- ☐ Re-claims

Claim Closure Spotlights:

- ☐ Closing Universal Credit on a dual claim to New Style ESA/JSA - ALP raised before 15 May 19
- ☐ Considering claim closure
- ☐ National Services handling telephony enquiries

Claimant Commitment Guidance:

- ☐ Availability for work
- ☐ Building the Claimant Commitment
- ☐ Claimant Commitment not accepted
- ☐ Claimant Commitment: Overview
- ☐ Expected hours
- ☐ Job goals
- ☐ Other work-related activities
- ☐ Removal of the Requirement to accept a Claimant Commitment
- ☐ Switching-off work availability and work-related activities
- ☐ Work preparation activities
- ☐ Work search activities
- ☐ Work-related activities and the Labour Market regimes

Complex Needs (Consent & Disclosure) Guidance:

- ☐ Appointees, Personal Acting Bodies and Corporate Acting Bodies
- ☐ Consent and disclosure including when to share with third parties

Complex Needs (Consent & Disclosure) Spotlights:

- ☐ Appointees and Personal Acting Bodies
- ☐ Appointees existing Corporate Acting Bodies

Complex Needs (Financial Hardship) Guidance:

- ☐ Advances: Benefit Transfer
- ☐ Advances: Budgeting Advance
- ☐ Advances: Change of Circumstances
- ☐ Advances: New Claim
- ☐ Money guidance and Alternative Payment Arrangements
- ☐ Tier One and Tier Two factors to consider for Alternative Payment Arrangements

Complex Needs (Financial Hardship) Spotlights:

- ☐ Money guidance
- ☐ Signposting claimants with debt and deductions

Complex Needs (Non-British Nationals) Guidance:

- ☐ Habitual Residence Test (HRT)
- ☐ Refugees and asylum seekers
- ☐ Speakers of other languages

Complex Needs (Non-British Nationals) Spotlights:

- ☐ European Union Settlement Scheme
- ☐ National Services handling telephony enquiries
- ☐ Recording a decision: EEA citizens waiting for a decision on their EU settled status
- ☐ UK nationals and Habitual Residency: assurance process

Complex Needs (Reasonable adjustments) Guidance:

- ☐ Reasonable adjustments and alternative formats

Complex Needs (Reasonable adjustments) Spotlights:

- ☐ Relay UK (previously Next Generation Text)
- ☐ Video Relay Service

Complex Needs (Other needs & situations) Guidance:

- ☐ Complex needs overview
- ☐ Assisted Digital overview
- ☐ Care leavers
- ☐ Carers
- ☐ Death and bereavement
- ☐ Domestic violence and abuse
- ☐ Drug and alcohol dependency
- ☐ Foodbanks
- ☐ Home visits
- ☐ Homelessness and at a risk of homelessness
- ☐ Learning disabilities or learning difficulties
- ☐ Modern slavery and human trafficking
- ☐ Multi Agency Public Protection Arrangements (MAPPA)
- ☐ Non-digital relationships
- ☐ Passported benefits
- ☐ Prisoners
- ☐ Safeguarding
- ☐ Suicide and self harm
- ☐ Suicide or self harm: DWP Six Point Plan
- ☐ Unacceptable customer behaviour
- ☐ Under 18s

Complex Needs (Other needs & situations) Spotlights:

- ☐ Appointment booking and unacceptable customer behaviour control measures
- ☐ Assurance process for returning UK citizens and Habitual Residency
- ☐ Care Leavers
- ☐ Claims by phone
- ☐ Complex Needs
- ☐ Help to Claim
- ☐ Homelessness: 'Duty to Refer' to a Local Authority (England only)
- ☐ Home visits
- ☐ Person of Northern Ireland
- ☐ Safeguarding and reflecting

- ☐ Using the claimant profile to record complex needs

Coronavirus UC Guidance

- ☐ Claimant has no National Insurance number:
- ☐ Verify ID, Check CIS and Bio Questions
- ☐ Advances
- ☐ Capital
- ☐ Check further education
- ☐ Childcare verification
- ☐ CIS
- ☐ Claimant requires a translator
- ☐ Correct a data mismatch
- ☐ HRT: claimant has Bio residency permit
- ☐ HRT:EU Citizen Settled-Pre settled status
- ☐ HRT_ UK national returning to the UK
- ☐ Health: WCA, medical evidence and terminal illness
- ☐ Shared Ownership
- ☐ Social Rented Sector: agent accepting rent amounts and SRS banners
- ☐ Social Rented Sector: landlord name mismatch
- ☐ Suspensions
- ☐ Verify Additional Support for Children
- ☐ Verify bank details
- ☐ Verify People who live with you
- ☐ Verify Private Rented Sector housing
- ☐ Claimant unable to return from / stuck abroad
- ☐ Claims from hospital
- ☐ Home visits
- ☐ Personal Appointees
- ☐ Prison Leaver process for prison work coach
- ☐ Support for customers experiencing domestic abuse during coronavirus
- ☐ Booking a WFI/WSR
- ☐ Booking the First Commitment
- ☐ Failing to Attend the FCM
- ☐ Failing to attend a mandatory WSR/WFI Appointment
- ☐ New Enterprise Allowance (NEA) Payments Universal Credit Claimants
- ☐ Account Recovery_Reissue PSN
- ☐ Claim closure actions
- ☐ Duplicate accounts
- ☐ Ending a sanction: process
- ☐ Fraud referral
- ☐ Over / underpayments
- ☐ Self-employed claimants
- ☐ Conditionality requirements when temporarily laid-off from work
- ☐ Coronavirus resources list

- ☐ Dual Claims

Earnings Guidance:

- ☐ National Minimum Wage and National Living Wage
- ☐ Paternity leave and pay
- ☐ Real Time Information (RTI)
- ☐ Self-reported earnings
- ☐ Surplus, fluctuating and irregular earnings plus payment cycles
- ☐ Treatment of earnings
- ☐ Unearned Income
- ☐ Work allowance and Taper rate: calculating earnings

Earnings Spotlights:

- ☐ Disputed earnings
- ☐ Unearned Income

Fraud and error Guidance:

- ☐ Fraud and error

Fraud and error Spotlights:

- ☐ Identifying potential fraud

Get Britain working Guidance:

- ☐ Conditionality requirements when temporarily laid-off from work

Get Britain working Spotlights:

- ☐ First commitments by phone appointment
- ☐ Fortnightly work search reviews
- ☐ Sanction Assurance Framework
- ☐ Self-employment claimant commitments
- ☐ Support for Young People

Health (Labour Market journey for health) Guidance:

- ☐ Employed claimants: fit for work support
- ☐ Statutory Sickness Payment
- ☐ Work and Health Programme
- ☐ Work Capability Assessment for claimants in employment

Health (Labour Market journey for health) Spotlights:

- ☐ Universal Credit Health Offer
- ☐ Work and Health Programme
- ☐ Work and Health programme: Incorrect and missing referrals
- ☐ Work and Health Programme: Linking Rules
- ☐ Work and Health Programme: Public Sector Comparator

Health (Overview and work related requirements) Guidance:

- ☐ Health conditions and disabilities: at a glance
- ☐ Health conditions and disabilities: day 1 to day 29
- ☐ Medical evidence including fit notes
- ☐ Severe Conditions
- ☐ Work related requirements and ongoing contact

Health (Overview and work related requirements) Spotlights:

- ☐ Health and Work Conversation techniques
- ☐ Universal Credit Health Offer

Health (Terminal illness or mental health) Guidance:

- ☐ Mental Health
- ☐ Terminal illness

Health (Work Capability Assessment) Guidance:

- ☐ Capability for work questionnaire
- ☐ Immediate Work Capability Assessment referrals
- ☐ Medical Services Referral System user guide
- ☐ Relevant periods for limited capability for work and work related activity
- ☐ Severe Conditions
- ☐ Treated as having Limited Capability for Work
- ☐ Treated as having Limited Capability for Work and Work Related Activity
- ☐ Work Capability Assessment for claimants in employment
- ☐ Work Capability Assessment outcomes
- ☐ Work Capability Assessments

Health (Work Capability Assessment) Spotlights:

- ☐ Storing UC50 and supporting documents

Housing (Eligibility & calculation) Guidance:

- ☐ Calculating rent as a monthly amount and rent free weeks in social rented sector
- ☐ Claimants who must pay housing costs without having a tenancy
- ☐ Commercial tenancies
- ☐ Contrived tenancies
- ☐ Eligibility for housing support
- ☐ Housing cost contributions from non-dependants
- ☐ Joint tenancies
- ☐ The size criteria for renters

Housing (Eligibility & calculation) Spotlights:

- ☐ Joint Tenancy Costs: Absent Joint Tenant (Untidy Tenancy) and unequal apportionment of rent
- ☐ Non-standard housing costs with dual liability

Housing (Housing costs met by a local authority) Guidance:

- ☐ Council Tax
- ☐ Discretionary housing payments
- ☐ Specified accommodation
- ☐ Temporary accommodation

Housing (Private rented sector) Guidance:

- ☐ Armed forces accommodation
- ☐ Bed and breakfast or hotel accommodation
- ☐ Private Rented Sector

Housing (Social rented sector) Guidance:

- ☐ Shared ownership
- ☐ Social rented sector
- ☐ Trusted Partners

Housing (Social rented sector) Spotlights:

- ☐ Landlord portal

Housing (Support for mortgage interest) Guidance:

- ☐ Mortgages

Housing (Other needs and situations) Guidance:

- ☐ DWP Staff as landlords
- ☐ Paying for two homes
- ☐ Service Charges

Journal messaging & claimant history Guidance:

- ☐ Claimant history
- ☐ Journal messaging

Journal messaging & claimant history Spotlights:

- ☐ Journal messaging

Labour Market (Additional support) Guidance:

- ☐ Enhanced Support Offer
- ☐ Fair Start Scotland Programme
- ☐ Flexible Support Fund
- ☐ Internships
- ☐ Intensive Personalised Employment Support
- ☐ Labour Market tools
- ☐ National provision
- ☐ Sector-based work academies
- ☐ Traineeships
- ☐ Voluntary Work
- ☐ Work and Health Programme (WHP)
- ☐ Work Programme

Labour Market (Additional support) Spotlights:

- ☐ Intensive Personalised Employment Support
- ☐ Labour Market tools 'Build your CV'
- ☐ Labour Market tools 'Choose your activities'
- ☐ Labour Market tools 'Job applications'
- ☐ Labour Market tools: 'Overview for decision makers'
- ☐ Universal Credit Health Offer
- ☐ Work and Health Programme (WHP)
- ☐ Work and Health Programme: Incorrect and missing referrals
- ☐ Work and Health Programme: Linking rules
- ☐ Work and Health Programme: Public Sector Comparator

Labour Market (Regimes & conditionality) Guidance:

- ☐ Administrative and Conditionality Earnings Thresholds
- ☐ Conditionality requirements when temporarily laid off from work
- ☐ Fail to attend
- ☐ Fail to attend: good reason
- ☐ Intensive work search regime
- ☐ Labour Market regimes
- ☐ Light Touch regime
- ☐ No Work-related Requirements regime
- ☐ Prisoners
- ☐ Students
- ☐ Switching off requirements (Easements) of Labour Market regime interventions
- ☐ Work focused interview regime
- ☐ Work preparation regime
- ☐ Work related requirements for claimants with children
- ☐ Working enough regime

Labour Market (Regimes & conditionality) Spotlights:

- ☐ Student income

New claims and initial evidence Guidance:

- ☐ Advances: New Claim
- ☐ All about Universal Credit
- ☐ DWP staff as claimants
- ☐ Eligibility for Universal Credit
- ☐ Evidence verification
- ☐ GOV.UK Verify
- ☐ GOV.UK Verify Q&A
- ☐ Identity verification
- ☐ Moving onto Universal Credit
- ☐ New claims
- ☐ Re-claims
- ☐ Redundancy prior to a claim

New claims and initial evidence Spotlights:

- ☐ Check CIS to-do
- ☐ Claimant without a National Insurance number
- ☐ First assessment period
- ☐ Help to Claim
- ☐ Investigate shared bank account

New Style and Other Benefits Guidance:

- ☐ New Style benefits
- ☐ New Style Employment and Support Allowance and Universal Credit Dual claims
- ☐ New Style Employment and Support Allowance Only claims
- ☐ New Style Jobseeker's Allowance and Universal Credit Dual claims
- ☐ New Style Jobseeker's Allowance Only claims
- ☐ Other benefits
- ☐ Passported benefits
- ☐ Signposting claimants correctly

New Style and Other Benefits Spotlights:

- ☐ New style Jobseekers Allowance
- ☐ New style Jobseekers Allowance - National Insurance credits only
- ☐ New style Employment and Support Allowance only
- ☐ New style Employment and Support Allowance dual claims
- ☐ Closing UC on a dual claim to New Style ESA/JSA - ALP raised before 15 May 2019

Payment & Sanctions (Deductions) Guidance:

- ☐ Deductions
- ☐ Deductions Priority Order

Payment & Sanctions (Deductions) Spotlights:

- ☐ Case managers third party deductions
- ☐ Signposting claimants with debt and deductions

Payment & Sanctions (Payments) Guidance:

- ☐ Advances: Benefit Transfer
- ☐ Advances: Budgeting Advance
- ☐ Advances: Change of Circumstances
- ☐ Advances : New Claim
- ☐ Backdating
- ☐ Benefit Cap
- ☐ Bereavement Support Payment
- ☐ Cold Weather Payments
- ☐ Going abroad
- ☐ Habitual Residence Test
- ☐ Ineligible partner
- ☐ Insolvency
- ☐ Monthly rates
- ☐ Overpayments
- ☐ Payment Overview
- ☐ Money Guidance and Alternative Payment Arrangements
- ☐ Recoverable Hardship Payments
- ☐ Tier One and Tier Two factors to consider for alternative payment arrangements
- ☐ Underpayments
- ☐ Winter Fuel Payments

Payment & Sanctions (Payments) Spotlights:

- ☐ Approving payments on the Central Payment System
- ☐ Discussing decisions with claimants
- ☐ Investigate shared bank account
- ☐ Method of Payment in Universal Credit

- ☐ National Services handling telephony enquiries
- ☐ Payment Services
- ☐ Severe Disability Premium transitional payments
- ☐ Underpayments

Payment & Sanctions (Sanctions) Guidance:

- ☐ Mandatory Reconsiderations
- ☐ Sanctions

Payment & Sanctions (Sanctions) Spotlights:

- ☐ Sanction Assurance Framework
- ☐ Failure to participate or comply

Safeguarding Guidance:

- ☐ Consent and disclosure
- ☐ Safeguarding

Safeguarding Spotlights:

- ☐ Safeguarding and reflecting

Self-employment Guidance:

- ☐ Applying the Minimum Income Floor
- ☐ Companies and Directors: Gainful Self-Employment
- ☐ New Enterprise Allowance
- ☐ Periods of sickness and self-employment
- ☐ Self-employed and gainfully self-employed
- ☐ Self-employed earnings
- ☐ Self-employed earnings: permitted expenses
- ☐ Self-employed start-up period

Self-employment Spotlights:

- ☐ Self-employment
- ☐ Reviewing the Minimum Income Floor
- ☐ Sickness and self-employment

Youth Obligation Programme Guidance:

- ☐ Intensive Activity Programme
- ☐ National Provision
- ☐ Youth Obligation Support Programme

Youth Obligation Programme Spotlights:

- ☐ Booking Youth Obligation Support Programme workshops: tactical solution