Benefit Cap – end of the Grace Period

Summary

How to proceed when a claimant's Universal Credit award is subject to the Benefit Cap and their Grace Period comes to an end

Content

When the Grace Period on a claimant's Universal Credit claim comes to an end, an account developer (AD) must consider whether the Benefit Cap should be applied.

The AD receives the following CAMLite task:

- Task Type: Generic Clerical
- Sub Type: Action Required
- SLA: 3 days
- Notes: 'Claimant has Benefit Cap Grace Period from (dd/mm/yyyy) to (dd/mm/yyyy), issue UC363'

The task will mature 5 weeks prior to the end of the Grace Period. This is to allow the AD to complete and send a UC363 notification to the claimant advising them that their Grace Period is ending. The notification gives the claimant 4 weeks' notice before the Benefit Cap is reviewed.

The AD prints and issues one copy to the claimant and sends one to the Mail Opening Unit (MOU) for scanning into the Document Repository System (DRS). If the claimant has a partner, the AD issues them a separate notification.

The AD accesses DRS and finds the latest Universal Credit decision notification to determine if a partner or any children are included in the Universal Credit claim.

If a partner or any children are included in the Universal Credit claim, the AD creates a CAMLite task with the following details:

- Task Type: Generic Clerical
- Sub Type: Action Required
- Start Task from: The day after the end of the Grace Period
- SLA: 3 days
- Notes: 'Grace Period ended (dd/mm/yyyy). Consider Benefit Cap'
- Assigned to: UC – Work Services

See CAMLite and Work Service Platform notes.

The AD only sets the task if there is a partner or child on the Universal Credit claim as the scan will not identify all additional benefits for these. No task will be required for Universal Credit awards that do not include a partner and/or children because the scan will identify those where Universal Credit exceeds the Benefit Cap.

The AD updates CAMLite history to say that the Grace Period no longer applies and that the UC363 notification has been issued.

The agent exits all claimant records.