

Benefit Cap – Grace Period declaration (UC46) not returned

Summary

How to proceed when a UC46 Grace Period declaration is not returned

Content

A UC46 is issued to the claimant when the total amount of their welfare benefits exceeds the total amount of Universal Credit they are entitled to under the Benefit Cap, and an exemption doesn't apply. See Benefit Cap - checking if an exemption can be applied.

The UC46 has not been received

When a UC46 is not returned within 14 days, an account developer (AD) receives a CAMLite task with the following details:

- Task Type: Generic Clerical
- Sub Type: Action Required
- SLA: 3 Days
- Notes: 'UC46 issued (dd/mm/yyyy) if not returned apply Benefit Cap'

The AD checks CAMLite Contact history to see if any action has been taken regarding the UC46 Grace period declaration.

Contact history shows that action has been taken for a UC46

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

Contact history does not show that action has been taken for a UC46

The AD checks CAMLite for any:

- Task Type: Scanned Correspondence
- Sub Type: UC46
- 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 claimant's 'Open', 'Not started' or 'Closed' tasks.
2. Navigates through the list of tasks to identify a potential open 'Scanned Correspondence – UC46' 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 'View documents' within the 'Task' applet at the bottom of the screen. This launches the Document Repository System (DRS) with the search result narrowed down to the piece of mail associated with that task.

Open 'Scanned Correspondence' task held

The AD opens the UC46 and takes the appropriate action. See Benefit Cap - Grace Period declaration (UC46) received.

No open 'Scanned Correspondence task' for a UC46

If there is no open 'Scanned correspondence' task the AD sets the Benefit Cap marker in the Work Services Platform (WSP). To do this the AD:

1. Accesses WSP.
2. Accesses the 'Personal' screen.
3. Selects the 'Subject to Benefit Cap' check box.

If the claimant has a partner the AD access the partner's record and selects the 'Subject to Benefit Cap' check box as above.

The AD then:

1. Identifies details of the overpayment of Universal Credit. See Identifying and taking action on an over or underpayment.
2. Creates a CAMLite task with the following details:
 - Task Type: Payment
 - Sub Type: Consider Benefit Cap
 - Start task from: 1 day after the assessment period
 - SLA: 6 hours
 - Notes: 'Claimant has Benefit Cap. Review current AP to see if cap still applies'
 - Assigned to: UC – Benefit Cap

See CAMLite and Work Services Platform notes.

3. Notes a UC6 with: 'UC46 not received, claimant subject to Benefit Cap'.
4. Uploads the UC6 to DRS.
5. Updates CAMLite Contact history with the action taken.
6. Exits all claimant records.